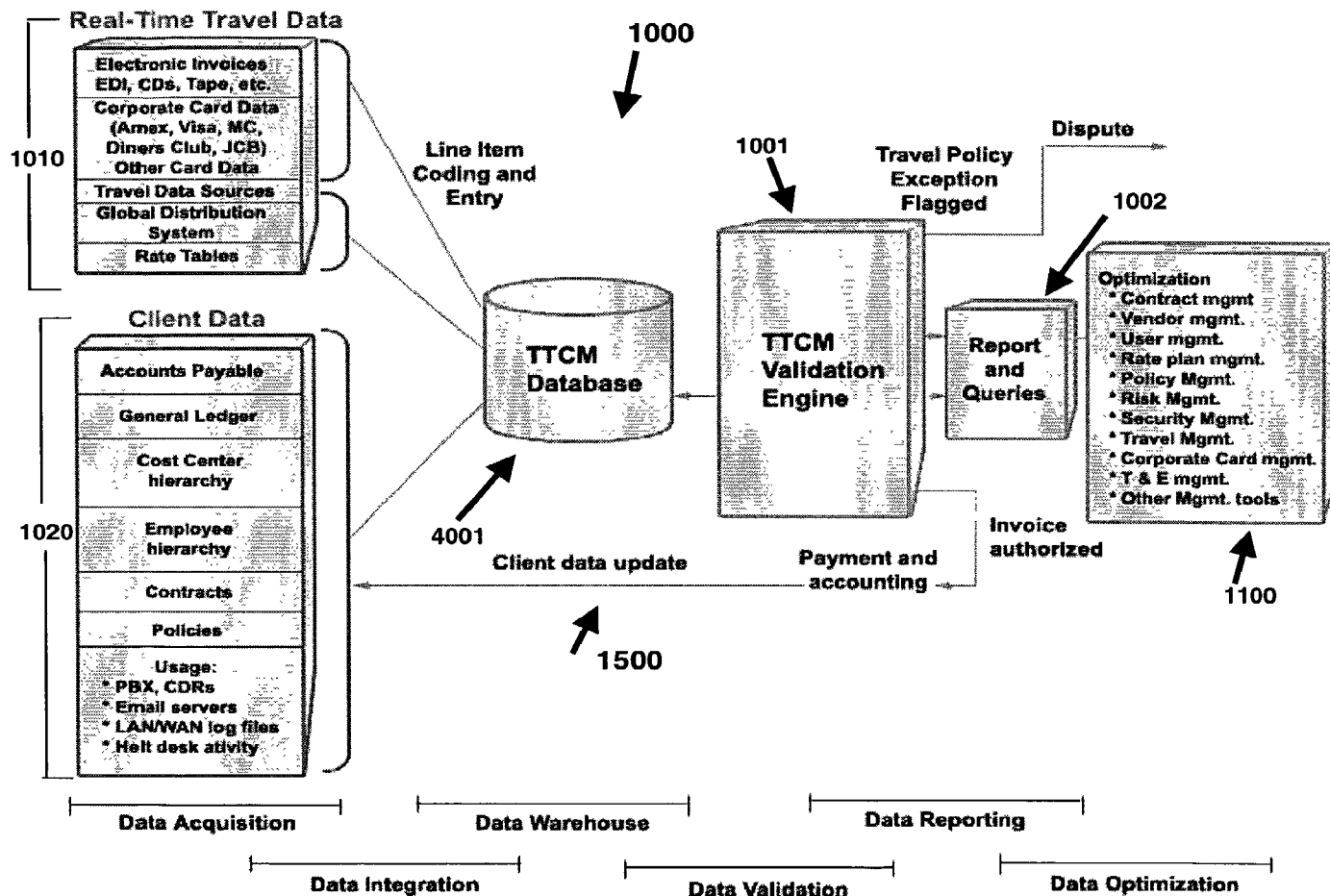
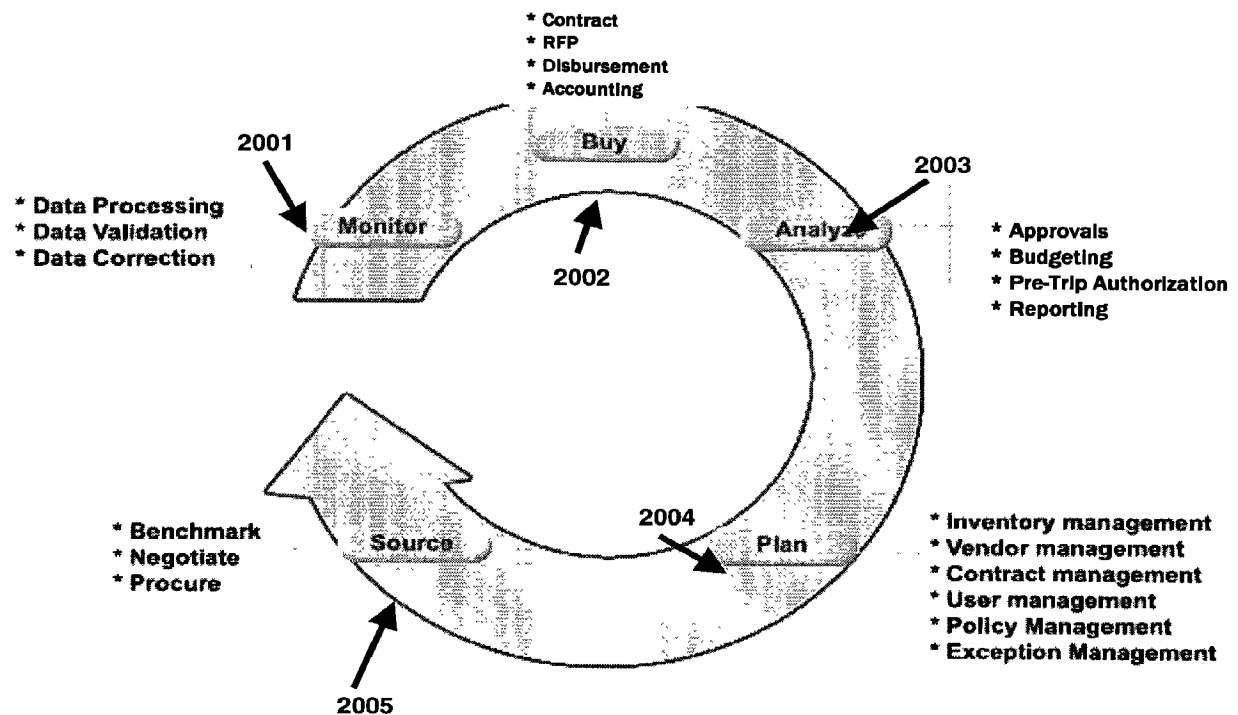


**Figure 1: How Total Travel Cost Management (TTCM) Works**

**Figure2: Total Travel Cost Management (TTCM) Service Lifecycle**



### Figure 3

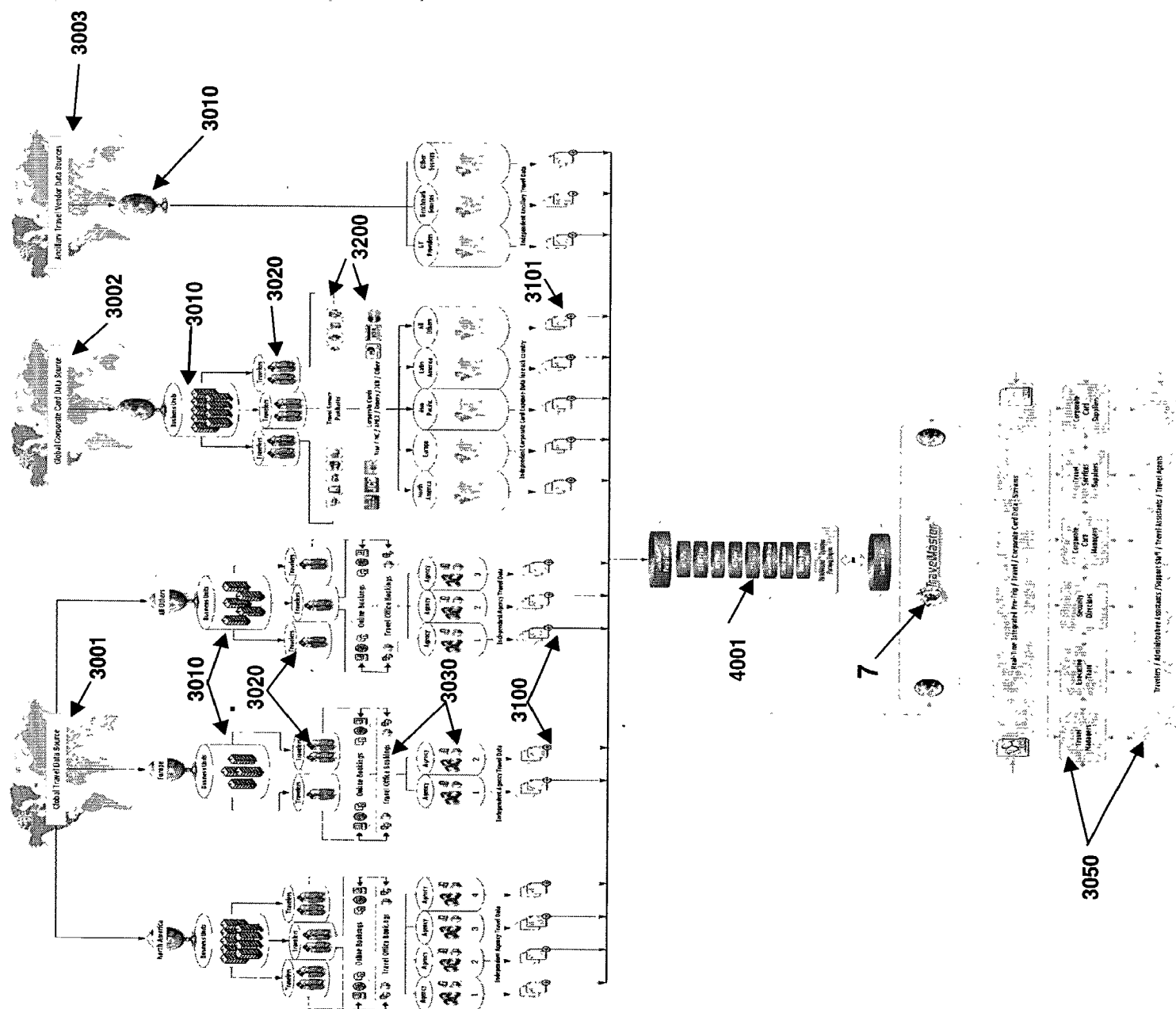


Figure 4

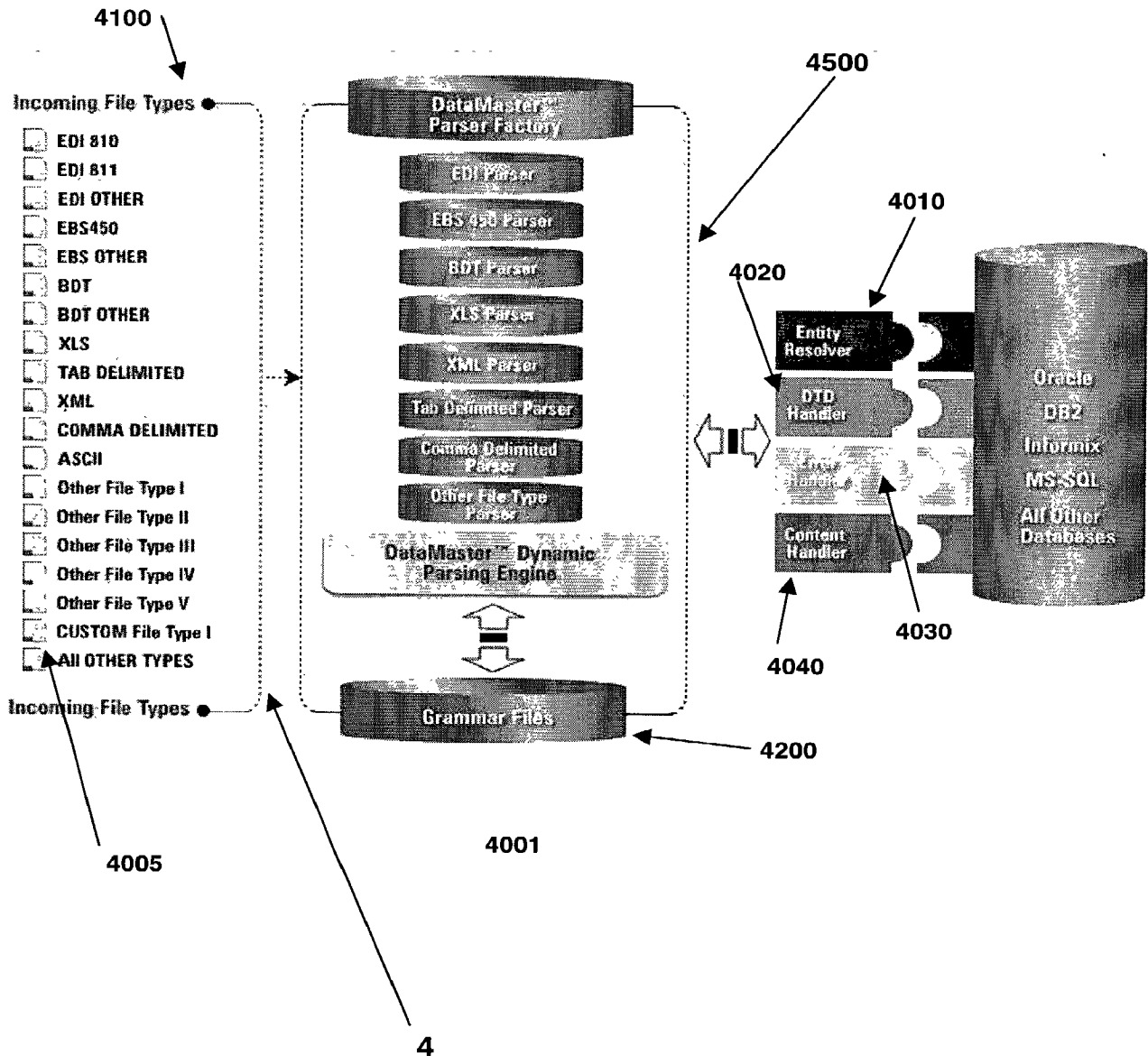


Figure 5

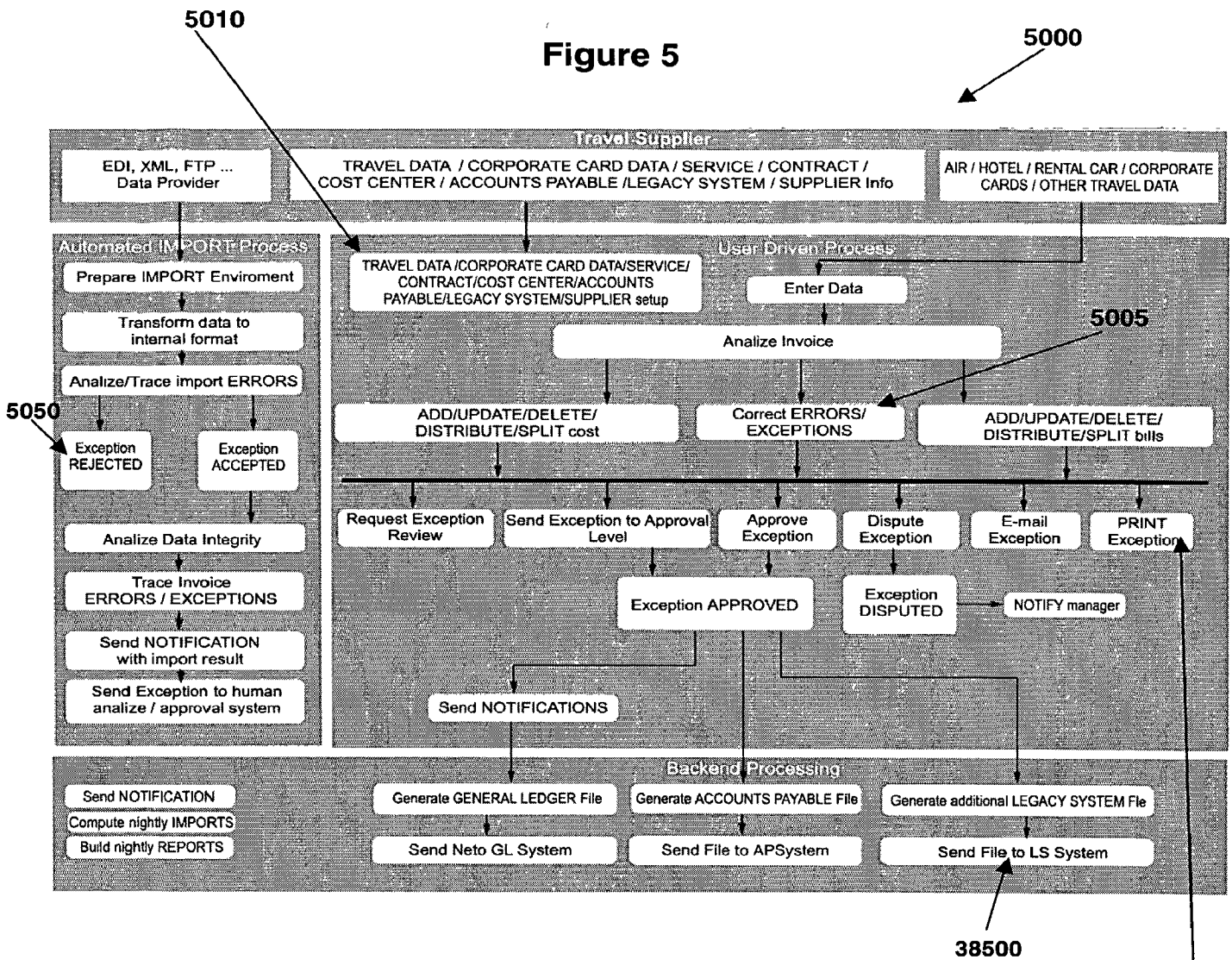


Figure 6

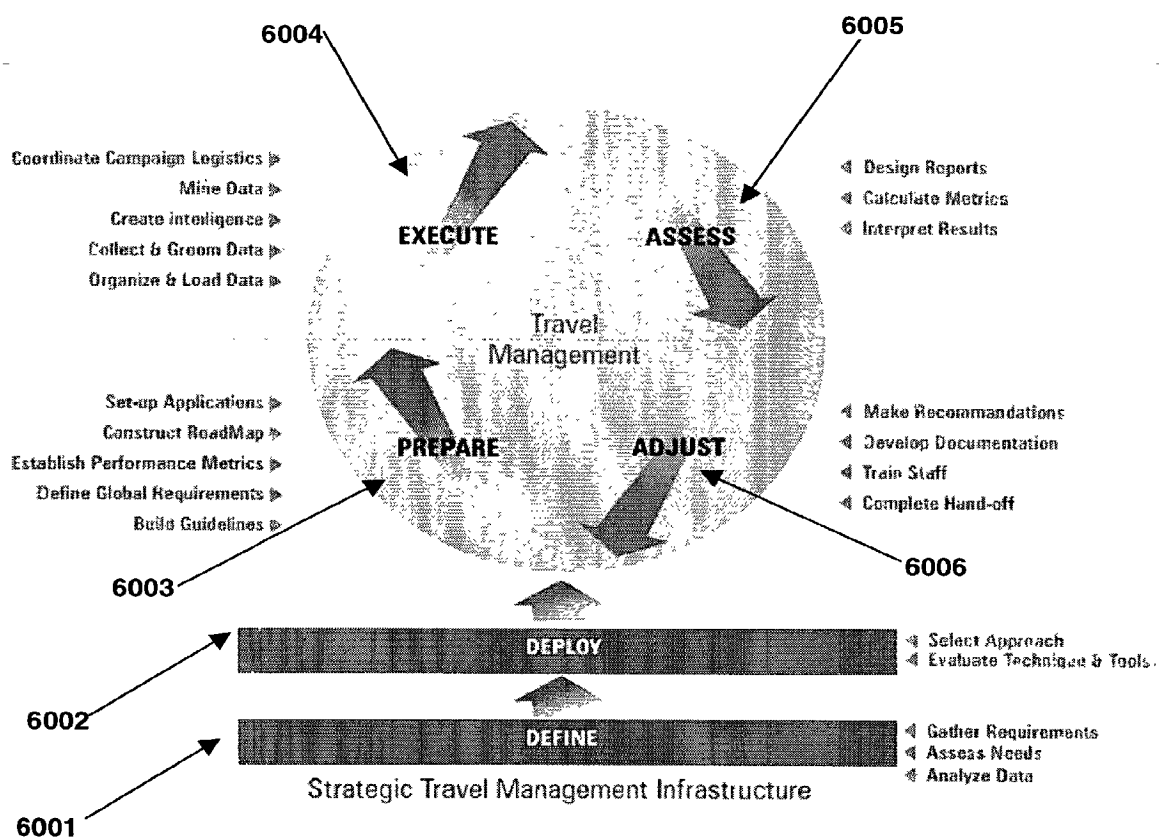


Figure 7

Open Application Architecture

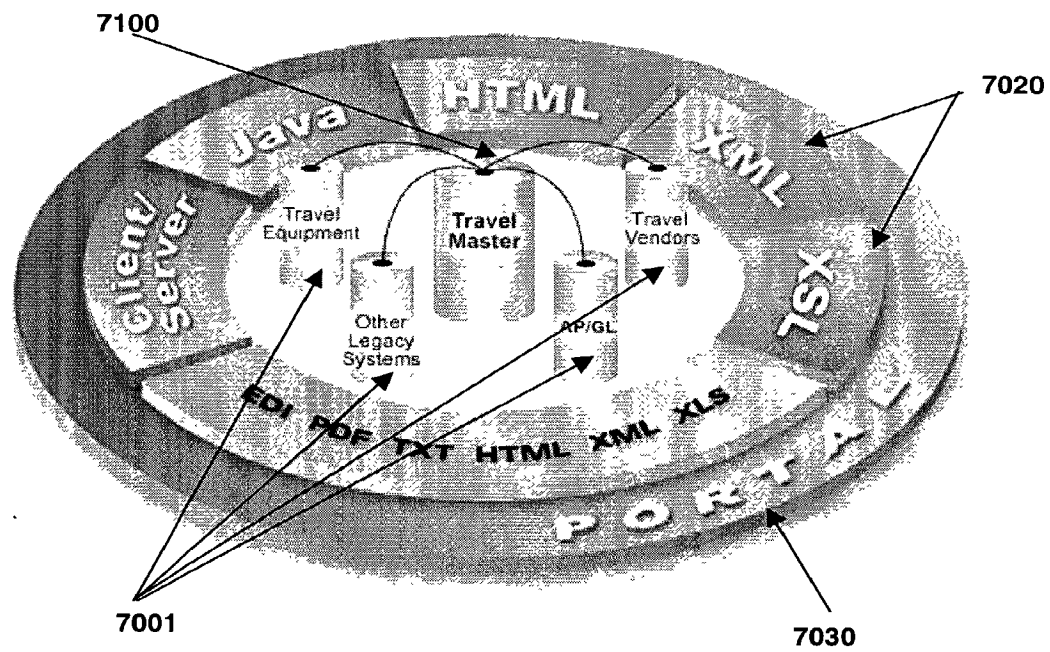
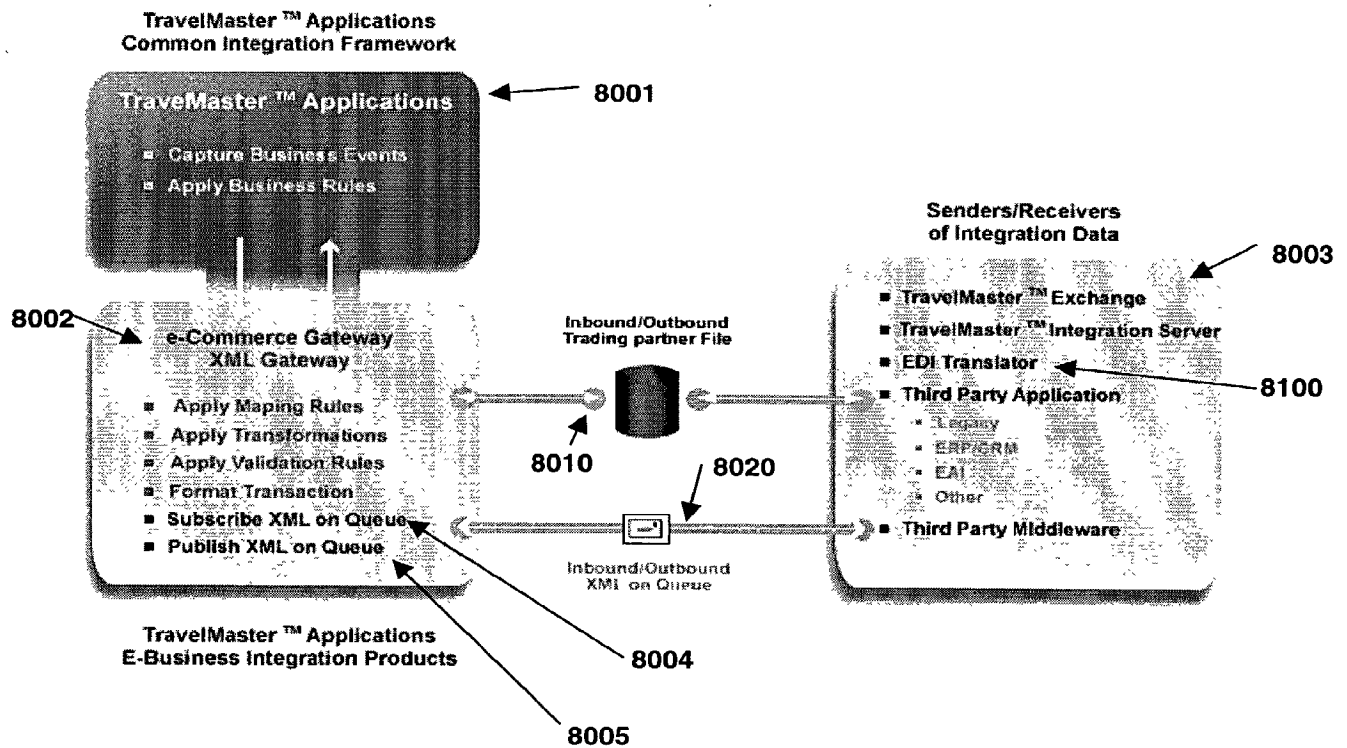


FIGURE 8





**FIGURE 9**

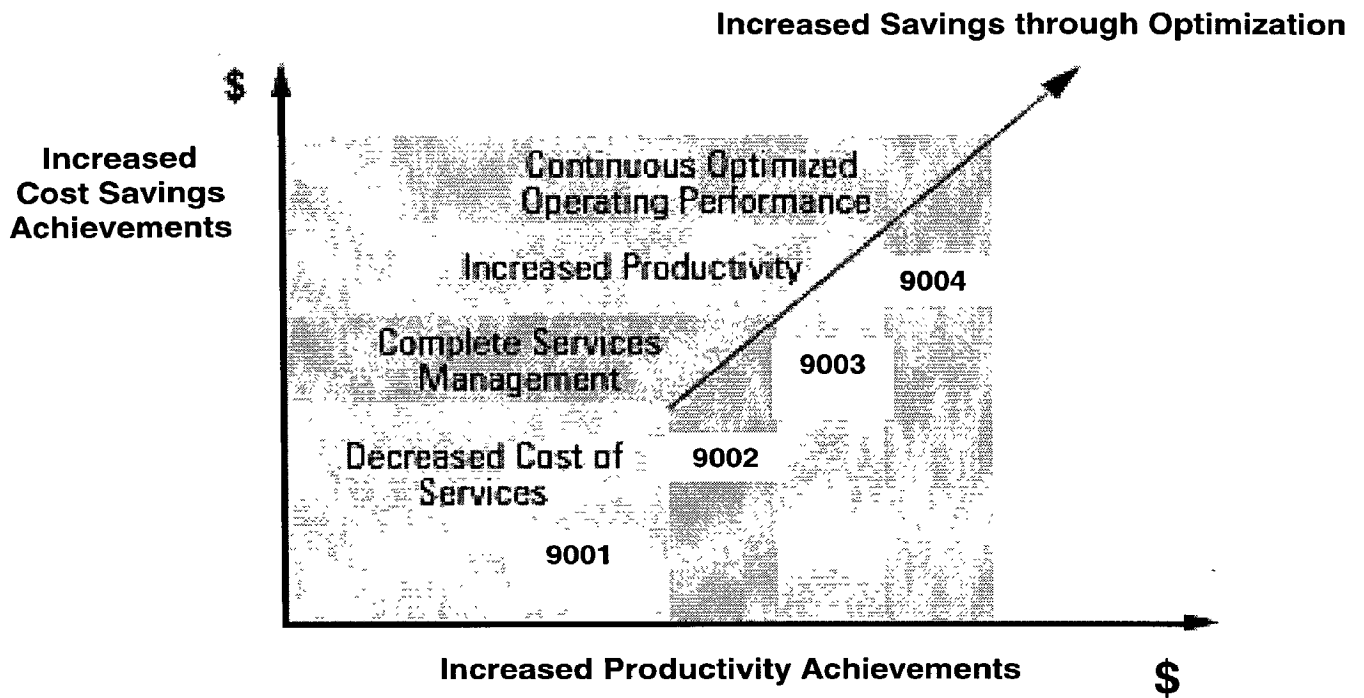


FIGURE 10

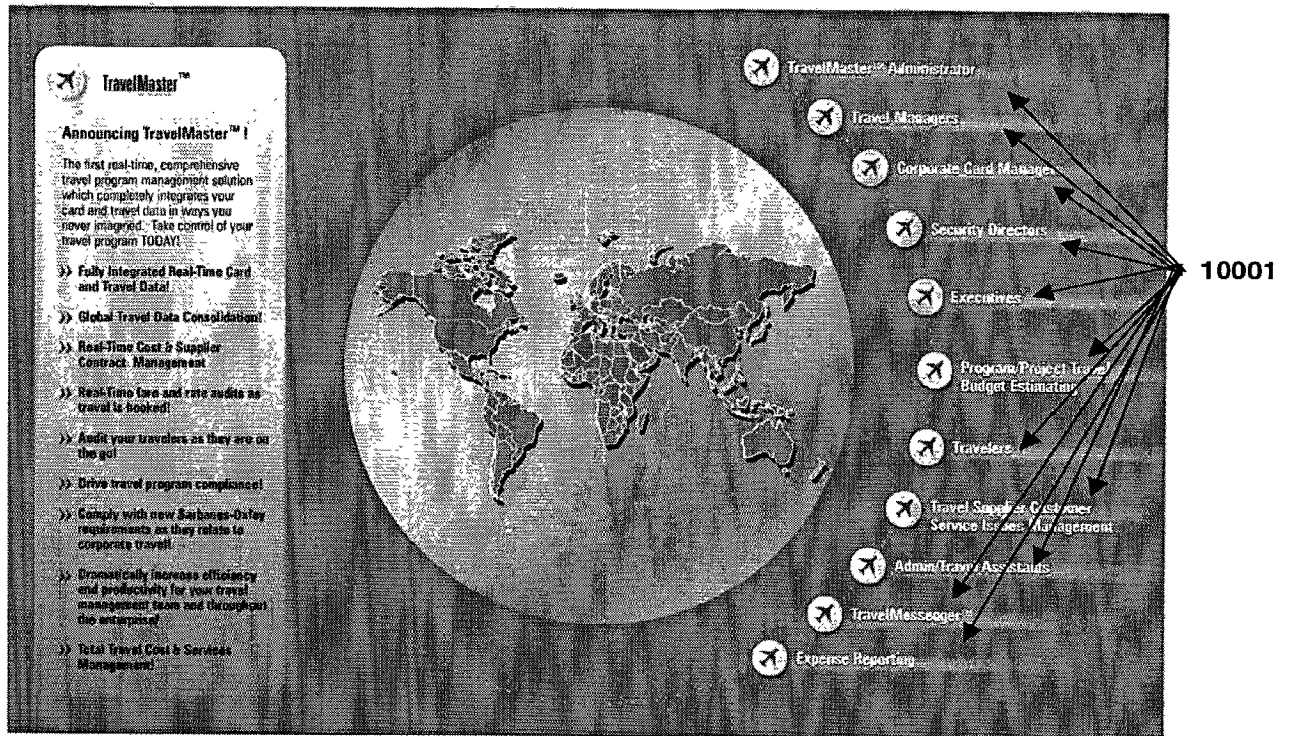


FIGURE 11

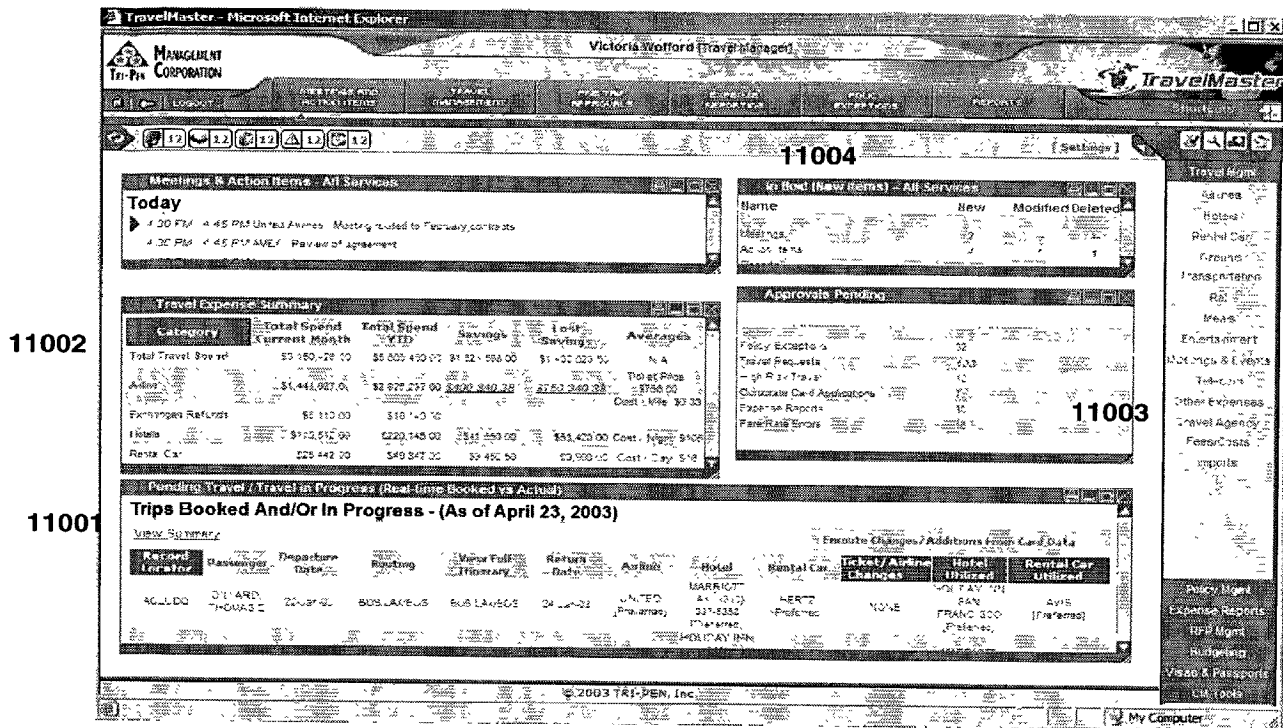


FIGURE 12

TravelMaster - Microsoft Internet Explorer

Victoria Wafford (Travel Manager)

TravelMaster

Logout | My Computer | Settings

Pending Trips / Trips In Progress (Real-time Booked & Active)

**Trips Booked And/Or In Progress - (As of April 23, 2003)**

VIEW SUMMARY

Record Locator	Passenger	Departure Date	Routing	View FQD	Return Date	Airline	Hotel	Rental Car	Ticket/Airline Changes	Hotel Utilized	Rental Car Utilized
ADLUGG	CLARK, TINA A E	22-Jan-03	DOS LAX BOS	24-Jan-03	24-Jan-03	Norwest	LAIRP CTR 1417-2-0 117-5018 [Preferred]	HERTZ [Preferred]	NONE	HILTON SEA FRANCISCO [Preferred]	GLS [Preferred]
EDUPFX	WILLER, MIKE S	20-Jan-03	BOS SFO BOS	23-Jan-03	23-Jan-03	UNITED [Preferred]	HOLLAND SUN FRANCISCO (SUN, 8:34-40:4 [Preferred])	HERTZ [Preferred]	NONE	WAPROTT DAL AIRPORT [Preferred]	NO CHANGE
OT-HAR	CRSW, NATHAN	22-Jan-03	BWI TPA SFO	29-Jan-03	29-Jan-03	American	AMERICAN 3:11-202-148 [Preferred]	HERTZ R 1/2-02 [Preferred]	NONE	NO CHANGE	AVS [Preferred]
FN-LMP	KOLE, DAVID A	10-Feb-03	CVG DCA CVG	14-Feb-03	14-Feb-03	Norwest	HOTEL MELO 1029-302 55-3- [Preferred]	HERTZ [Preferred]	NONE	RAISSON HOTEL BOSTON [Preferred]	NO CHANGE
EDUPFX	SMITH, DEANNA S	19-Jan-03	DCA HSY DCA	10-Jan-03	10-Jan-03	Norwest	HOLLAND HINTS LLS (SUN, 8:40-07:2 [Preferred])	HERTZ [Preferred]	NONE	NO CHANGE	HERTZ [Preferred]
DFW-LW	HARRIS, MAHMOUD	14-Jan-03	DFW DCA DCA	14-Jan-03	14-Jan-03	UNITED [Preferred]	CROWN PRADA WASHINGTON (1027-653- [Preferred])	HERTZ [Preferred]	AMERICAN A DINGS [Preferred]	HILTON FRANCISCO [Preferred]	HERTZ [Preferred]

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Done

My Computer

Travel Menu

- Airfare
- Hotel
- Rental Car
- Cruise
- Transportation
- Net
- Meals
- Entertainment
- Shops & Events
- Telecom
- Client Expenses
- Travel Agency
- Fees/Goals
- Reports

Policy Menu

- Expense Reports
- My Agent
- Navigation
- Visa & Passports
- CM Tools

12001

FIGURE 13

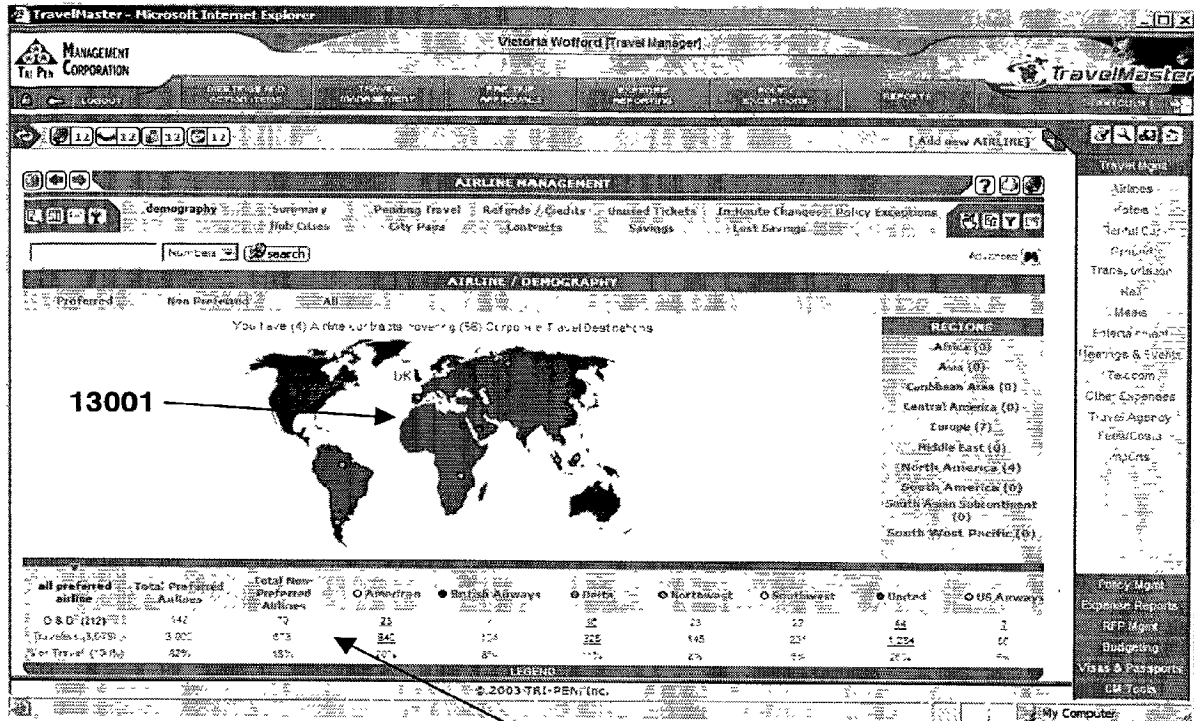


FIGURE 14

14000

14001      14002      14010

CATEGORY	Business Unit(s)	Total Preferred	Total Non-Preferred	Total	Estimated Savings	Estimated Lost Savings	Approved Lost Savings	Unapproved Lost Savings
Air Travel	A2	\$4,134,000	\$2,501,903	\$2,597,900	\$4,752,377	\$375,747	\$17,500	\$257,559
Hotels		\$4,271,853	\$157,303	\$537,303	\$532,377	\$75,447	\$15,550	\$57,223
Rental Car		\$1,200,000	\$522,577	\$522,577	\$192,772	\$325,225	\$5,182	\$22,773
Ground Transportation		\$1,100,000	\$80,229	\$80,229	\$77,122	\$3,107	\$1,320	\$1,787
Rail		\$1,000,000	\$1,000,000	\$1,000,000	\$1,000,000	\$0	\$0	\$0
Meals		\$1,100,000	\$1,100,000	\$1,100,000	\$1,100,000	\$0	\$0	\$0
Entertainment		\$1,100,000	\$1,100,000	\$1,100,000	\$1,100,000	\$0	\$0	\$0
Meetings & Events		\$1,100,000	\$1,100,000	\$1,100,000	\$1,100,000	\$0	\$0	\$0
Telecom		\$1,100,000	\$1,100,000	\$1,100,000	\$1,100,000	\$0	\$0	\$0
Other Expenses		\$1,100,000	\$1,100,000	\$1,100,000	\$1,100,000	\$0	\$0	\$0
Travel Agency Fees/Com		\$1,100,000	\$1,100,000	\$1,100,000	\$1,100,000	\$0	\$0	\$0
<b>Totals</b>		<b>\$21,651,663</b>	<b>\$4,569,726</b>	<b>\$26,221,389</b>	<b>\$26,221,389</b>	<b>\$0</b>	<b>\$131,588</b>	<b>\$257,559</b>

My Computer

FIGURE 15

15000

15005

15001

**TravelMaster - Microsoft Internet Explorer**

Victoria Worford (Tr. Manager)

Logout | My Profile | My Reports | My Exceptions | My Alerts

**POLICY EXCEPTIONS**

Pending Approval | Approved | Not Approved

Filter: All Exceptions | All Approved | All Pending

Traveler	Destination	Airline	Travel Date	Return Date	Trip Duration	Routing	Fare Paid	Lowest Logical Fare	Lost Savings	Reason Code
Welland, Victoria	Den. to DEN	DEN	Aug 22 2003	Aug 27 2003	5 Days	Am. Can.	\$543.00	\$487.00	\$56.00	
Adams, Ashton R.	Las Vegas, NV	NDAS/AC	Sep 08 2003	Sep 12 2003	4 Days	Delta	\$870.00	\$870.00	\$0.00	
White, Mary K.	Orlando, FL	ORD/ACC/ORD	Sep 12 2003	Sep 12 2003	1 Day	United	\$172.00	\$172.00	\$0.00	
<b>Totals</b>										

**PopUP - Microsoft Internet Explorer**

Airline Travel Policy Exceptions

**REASON CODE (APE-021)**

Description: Connection flight would make traveler late for next meeting

Approval: REQUIRED for this reason code. Any traveler giving this reason code for out of policy travel must obtain managerial approval from at least (1) authorized manager

My Computer

FIGURE 16

TravelMaster - Microsoft Internet Explorer

Victoria Wolford (Travel Manager)

TravelMaster

EXPENSE REPORT MANAGEMENT

summary Pending Overdue Deleted Pa'd Cost of Nonperformance

Filters All Business Units All Regions All States All Cities All Ctrs

Report Categories	Total Trips	Total Divisions Reporting	Employees Reporting	Total Reports	Total Expenses	Total Company Expenses
<input checked="" type="checkbox"/> Transportation	2,095	70	761	2,156	\$14,949,770	\$2,414,147
<input type="checkbox"/> Airfare	710	11	122	6	\$5,800,327	\$942,095
<input type="checkbox"/> Other	280	5	29	221	\$860,005	\$128,120
<input type="checkbox"/> Personal Auto	419	1	157	472	\$2,454,000	\$424,000
<input type="checkbox"/> Rental Car	332	14	181	300	\$2,523,125	\$458,210
<input type="checkbox"/> Taxi/Line Car Service	420	5	100	34	\$930,220	\$113,220
<input type="checkbox"/> Other	182	22	132	117	\$1,318,354	\$540,625
<input checked="" type="checkbox"/> Lodging	1,037	229	892	2,440	\$4,885,054	\$240,129
<input type="checkbox"/> Hotel	1,032	225	285	2,442	\$4,552,824	\$745,122
<input checked="" type="checkbox"/> Meals	46,120	522	882	2,093	\$3,216,983	\$310,347
<input type="checkbox"/> Meals (Alone)	566	104	452	1035	\$1,317,761	\$210,200
<input type="checkbox"/> Breakfast (Alone)	42	45	70	147	\$21,520	\$12,100
<input type="checkbox"/> Dinner (Alone)	234	102	194	203	\$933,220	\$25,000
<input type="checkbox"/> Lunch (Alone)	248	104	105	255	\$4,712	\$12,110
<input type="checkbox"/> Snacks / Other (Alone)	47	66	73	202	\$150,914	\$9,917

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My Computer

16001





FIGURE 18

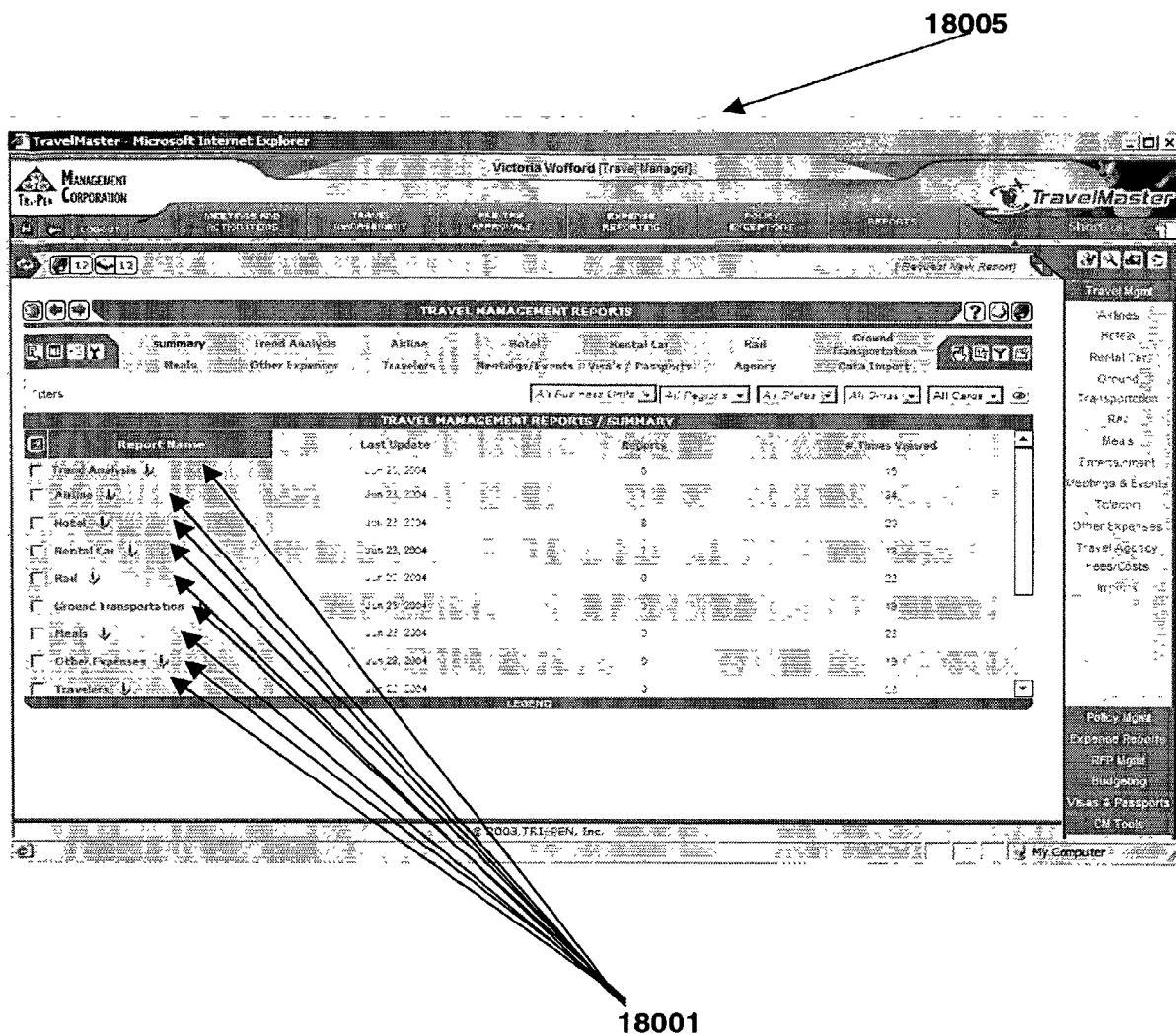


FIGURE 19

19000

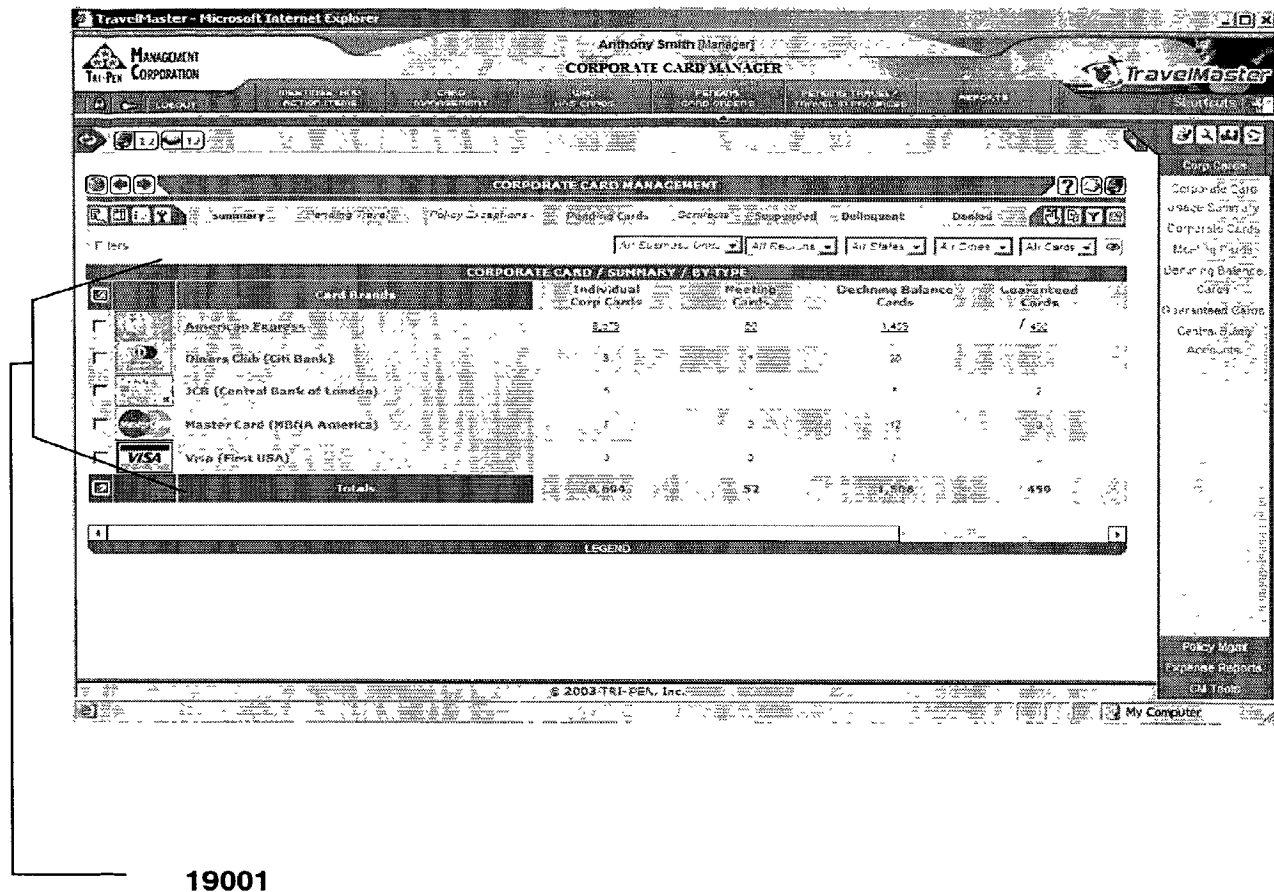


FIGURE 20

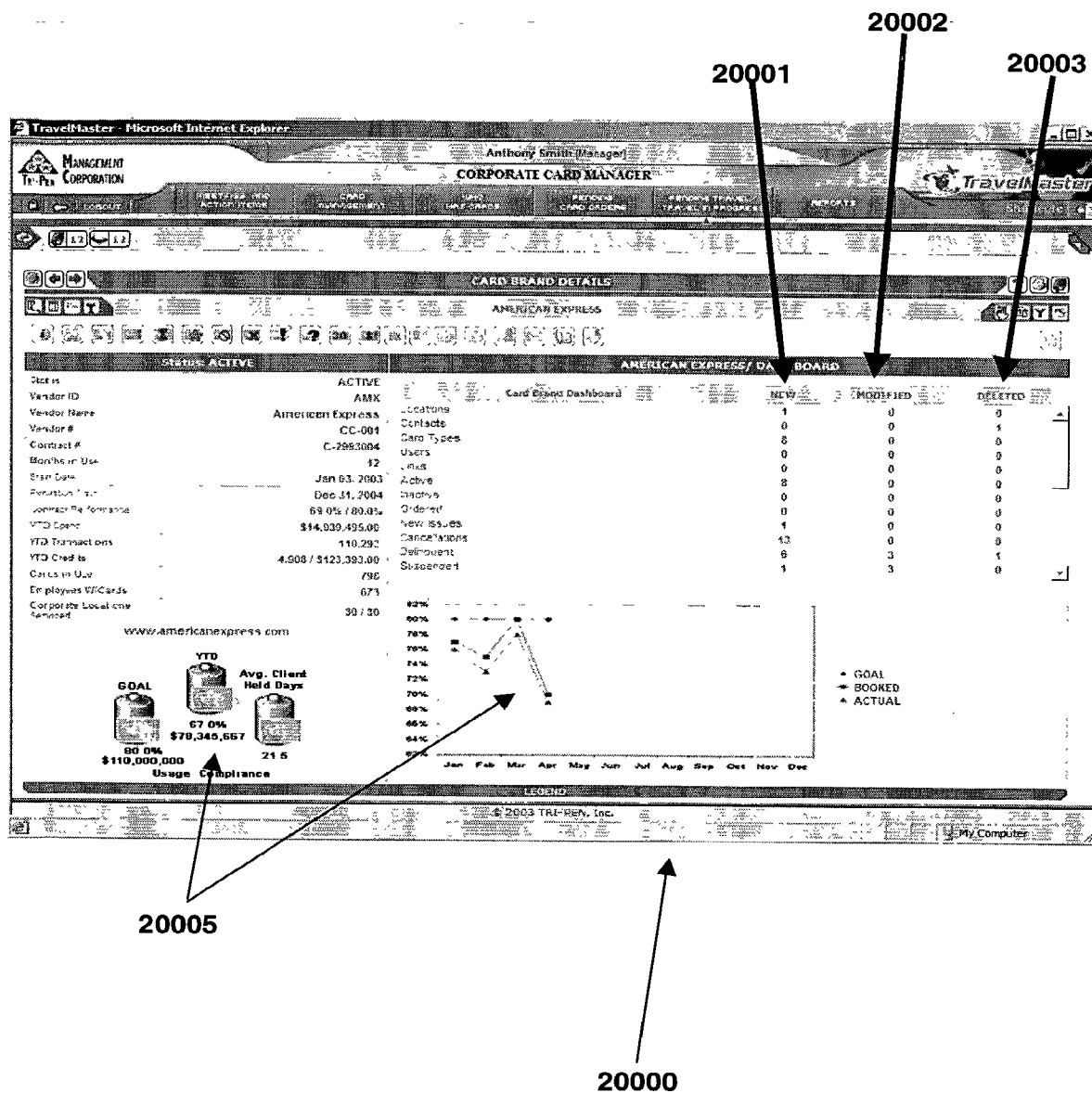


FIGURE 21

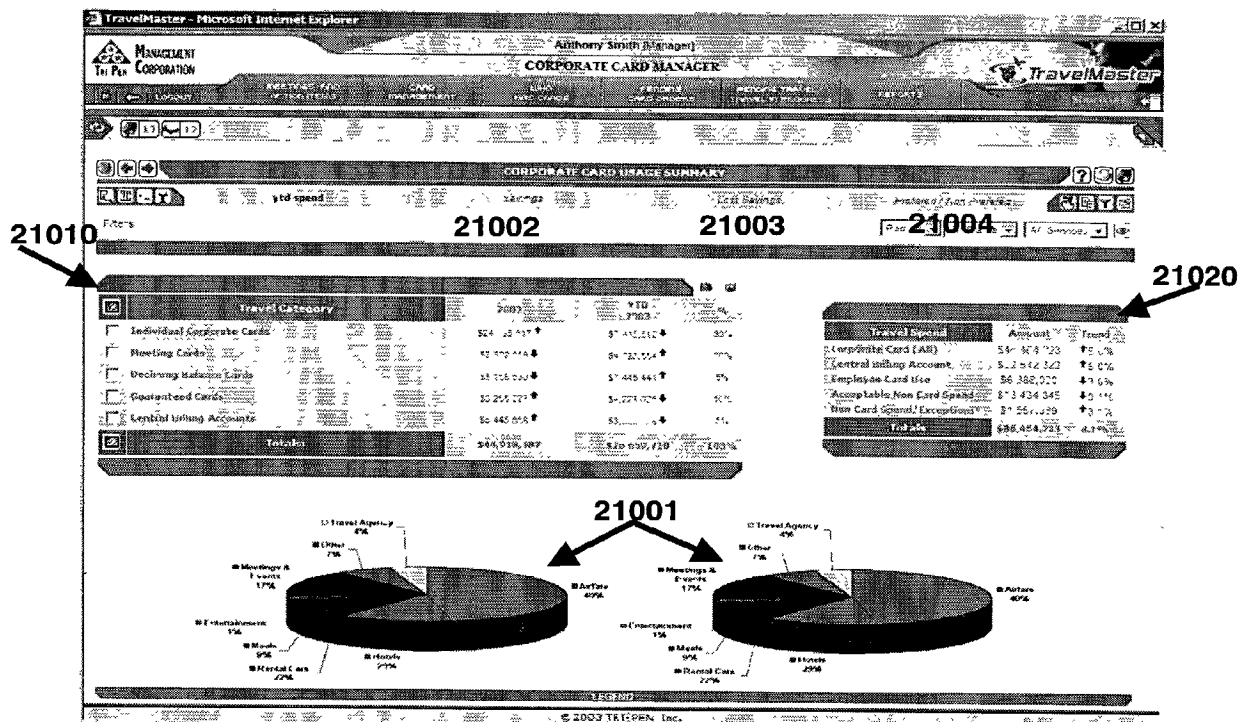




FIGURE 23

23001

Report Name	Last Update	Reports	Files Viewed
Corporate Card Summary	Jun 27 2004	5	27
Air Booking Source Exception Report	Jun 27 2004	0	12
Unexplained History Report	Jun 27 2004	0	24
Industry Spending Summary	Jun 27 2004	4	7
Foreign Summary Report	Jun 27 2004	0	9
International Spending Summary Top	Jun 27 2004	4	7
International Spending Summary	Jun 27 2004	0	7
Airline Spend Report	Jun 27 2004	0	7
Airline Spending Summary	Jun 27 2004	0	7
Total Traffic Report by Segment	Jun 27 2004	0	7
Air Booking Source Report	Jun 27 2004	4	7
Cardmember Activity Report	Jun 27 2004	4	7
Cardmember Listing	Jun 27 2004	0	7
Cardmember Spending Summary	Jun 27 2004	0	7
Cardmember Spending Summary	Jun 27 2004	0	7
Monthly Issuance, Cancellation Report	Jun 27 2004	11	7
Corporate Express Cash Travelers Cheques	Jun 27 2004	0	7
Pre-Release Report	Jun 27 2004	0	7
Restaurant Spend Analysis (top 2 states)	Jun 27 2004	0	7
Spending Analysis Detail	Jun 27 2004	7	7
Total Traffic Summary by Carrier	Jun 27 2004	0	7
Totals			

FIGURE 24

**TravelMaster**  
MANAGEMENT CONSOLE

LOGOUT | Victoria Wofford [administrator]

**USER MANAGEMENT - Users Listing**

add user

Filters

User name: User role: Role1 Company: L3Comm

Name	Roles	Last login	City/State	Phone	E-mail	Controls
User1	L3Comm Role1 Trn-Pen Role3	June 23, 2004	New York, NY	(509) 555-1212	user1@user1.com	[edit] [delete]
User2	L3Comm Role1 Trn-Pen Role3	June 23, 2004	Memphis, TN	(509) 555-1212	user1@user1.com	[edit] [delete]
User3	L3Comm Role1 Trn-Pen Role3	June 23, 2004	Los Angeles, CA	(509) 555-1212	user1@user1.com	[edit] [delete]
User4	L3Comm Role1 Trn-Pen Role3	June 23, 2004	New York, NY	(509) 555-1212	user1@user1.com	[edit] [delete]
User5	Trn-Pen Role3	June 23, 2004	Memphis, TN	(509) 555-1212	user1@user1.com	[edit] [delete]
User6	Trn-Pen Role3	June 23, 2004	Los Angeles, CA	(509) 555-1212	user1@user1.com	[edit] [delete]
User1	Trn-Pen Role3	June 23, 2004	Memphis, TN	(509) 555-1212	user1@user1.com	[edit] [delete]
User1	Trn-Pen Role3	June 23, 2004	Los Angeles, CA	(509) 555-1212	user1@user1.com	[edit] [delete]

24001



FIGURE 25

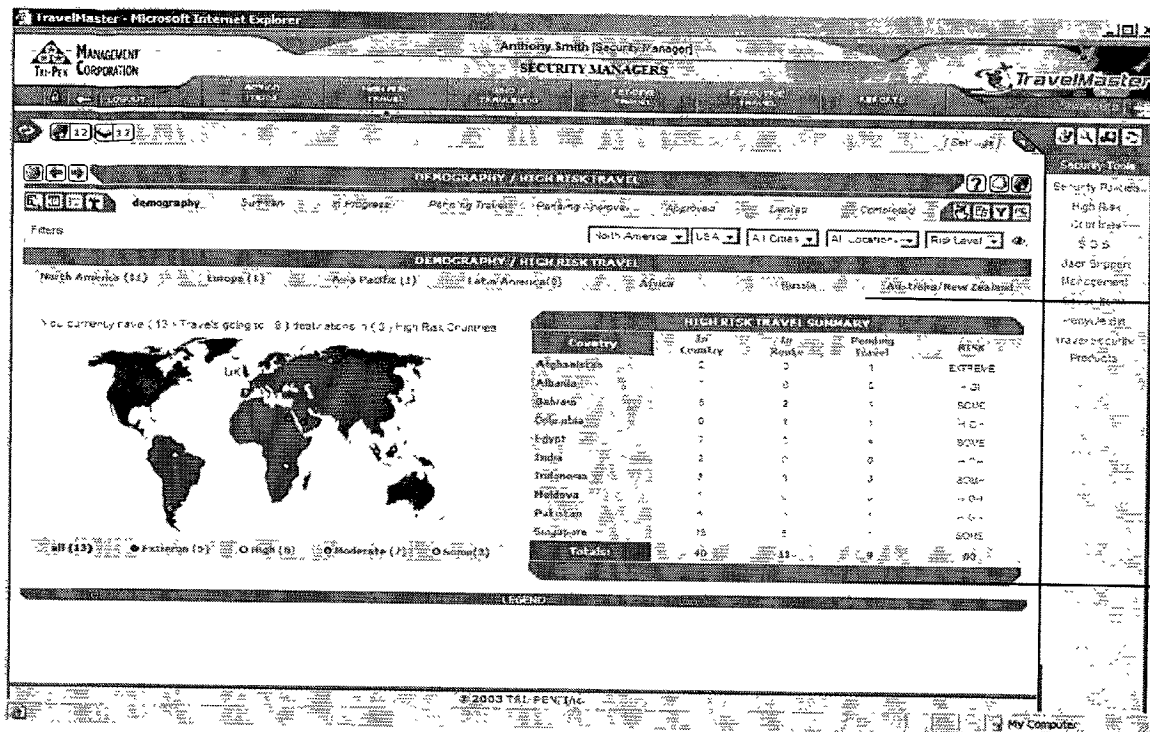
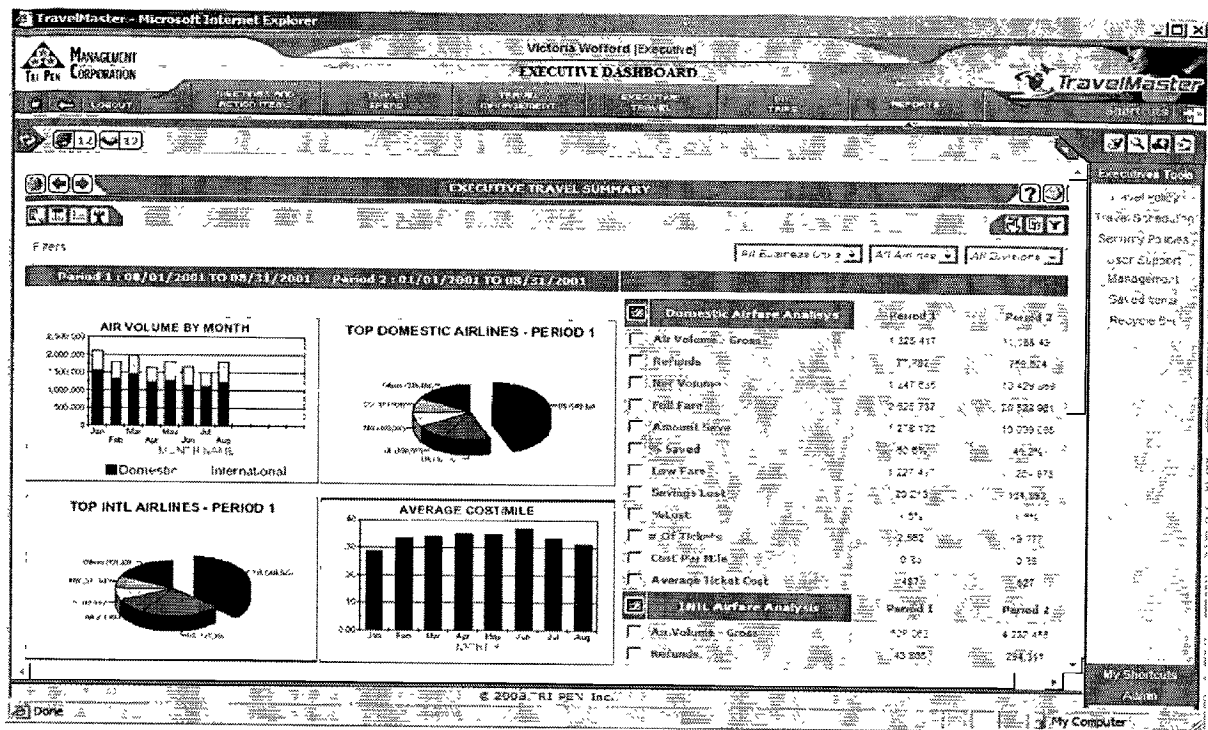


FIGURE 26



26000

FIGURE 27

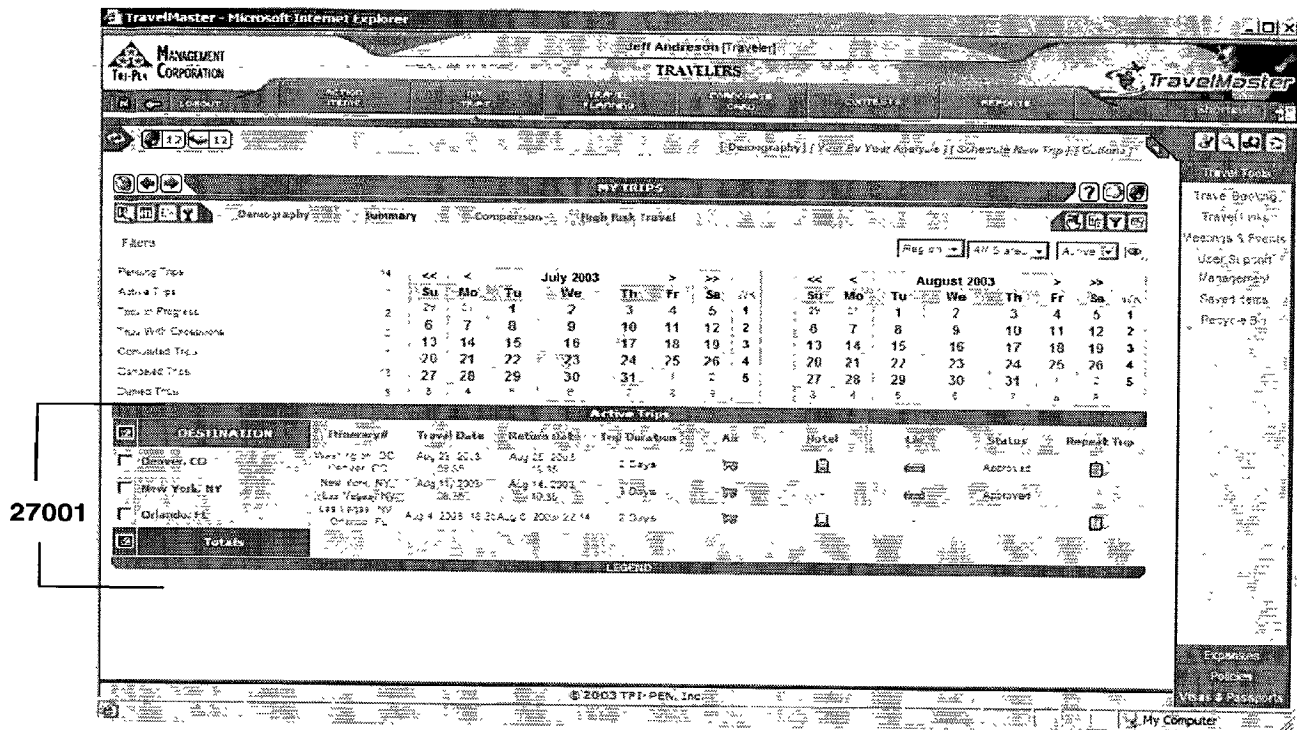


FIGURE 28

**TravelCommander™**

File Edit View Format Help

**Victoria Woodford - Online**

Messenger Travel Counselors Contact List

**Tri-Pen Management Corporation**

Name	Phone	Location	Title
<b>My Contacts - 4/12</b>			
John Smith	(509) 555-1212	Orlando USA	Marketing
Ashton R. Adams	(509) 555-1212	Denver USA	CTO
Tim Whitaker	(509) 555-1212	London UK	Sales
Christian Johansson	(509) 555-1212	London UK	Agent
Doyal Bryant	(509) 555-1212	London UK	Agent

**My Agents - 9/22**

**Travel Policy / Approvals / Booking / Management - 9/22**

**Security Policy / Health / Safety - 9/22**

**Corporate Card Policy / Management - 9/22**

**Program & Project Management / Budget Estimating - 12/34**

**Administrative Staff / Travel Assistants - 10/31**

**Visa's & Passports - 7/21**

**Travel Suppliers / Support - 2/10**

**Expense Reporting - 4/9**

**RFP Management - 9/13**

**Travel Policy Exceptions**

(2) (4) (0) (0) (0) (1) (239) (7)

**System Notice**

Figure 29

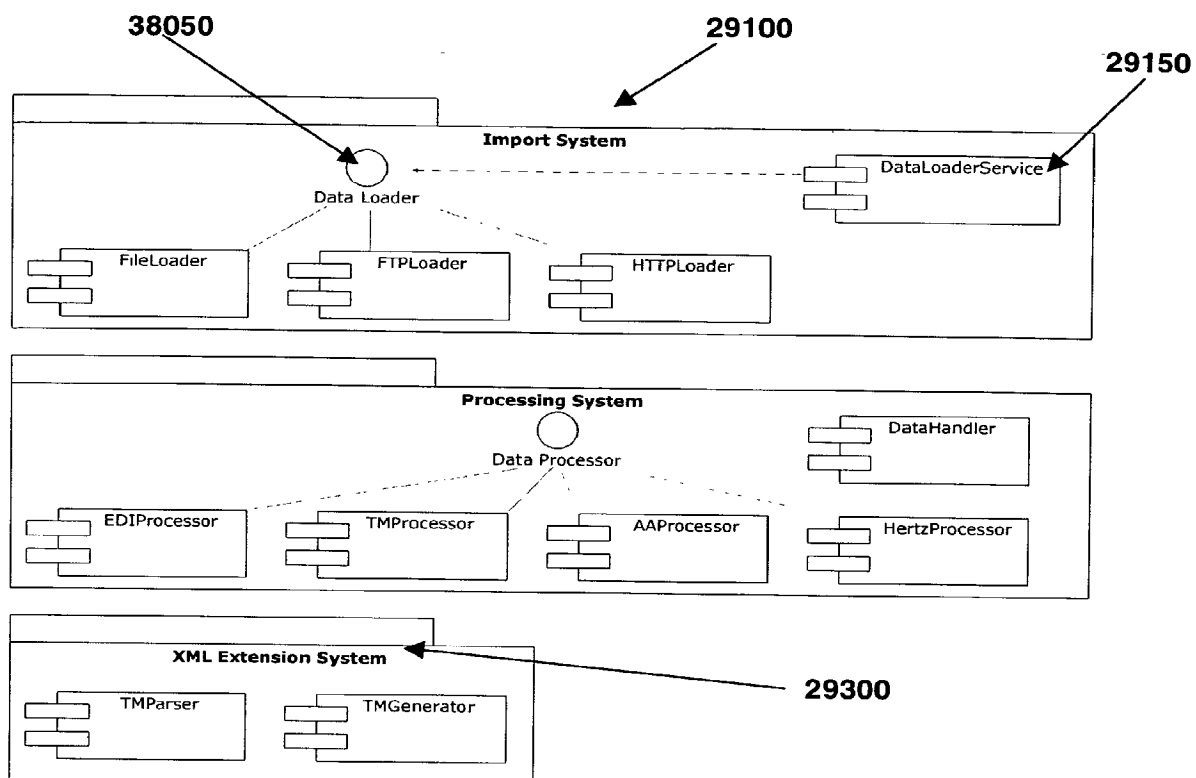
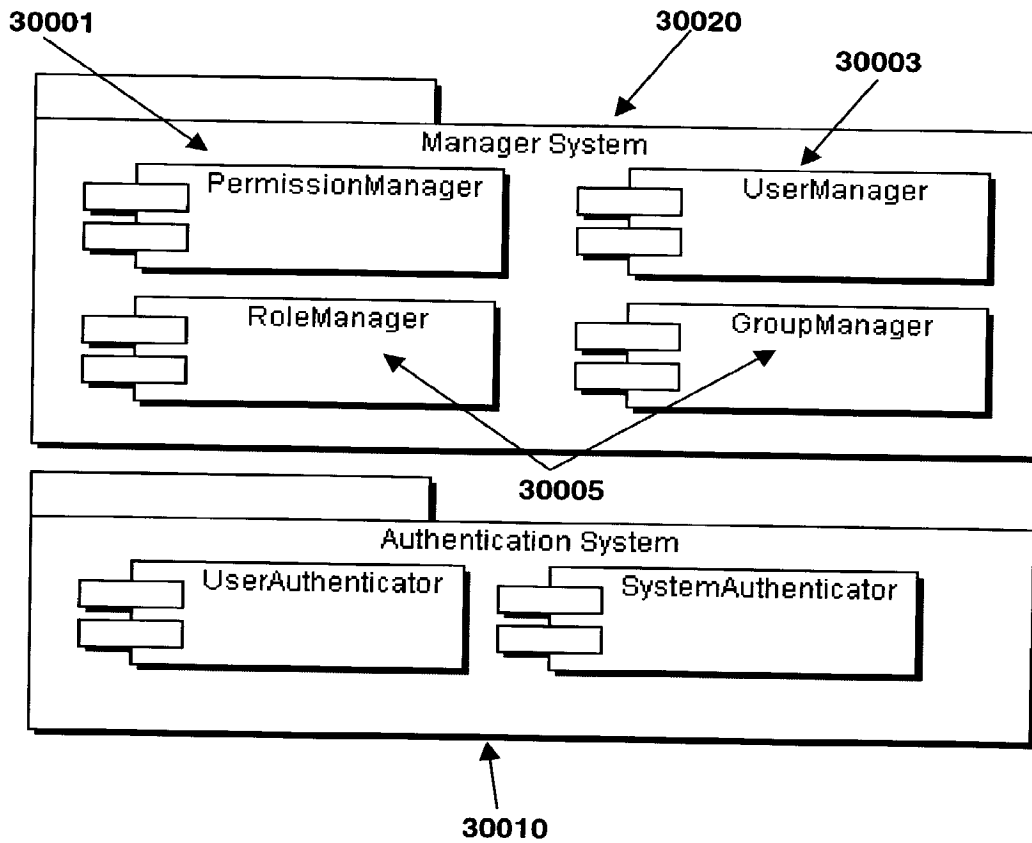


Figure 30



**Figure 31**

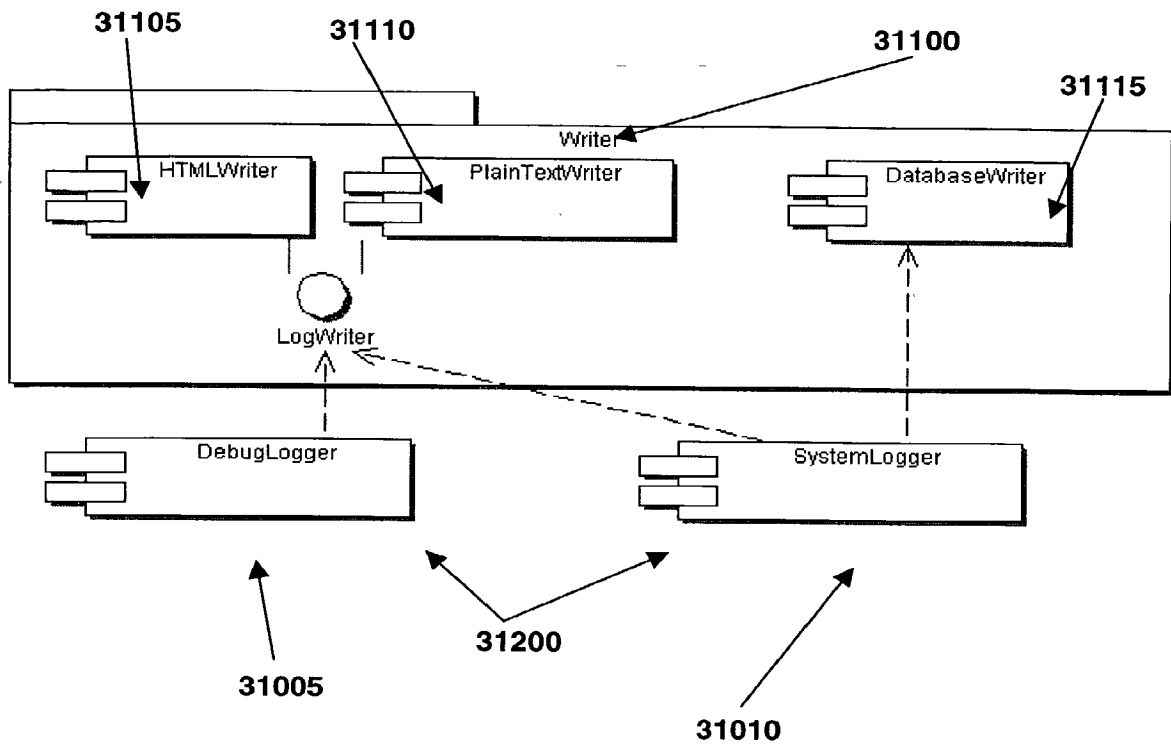


Figure 32

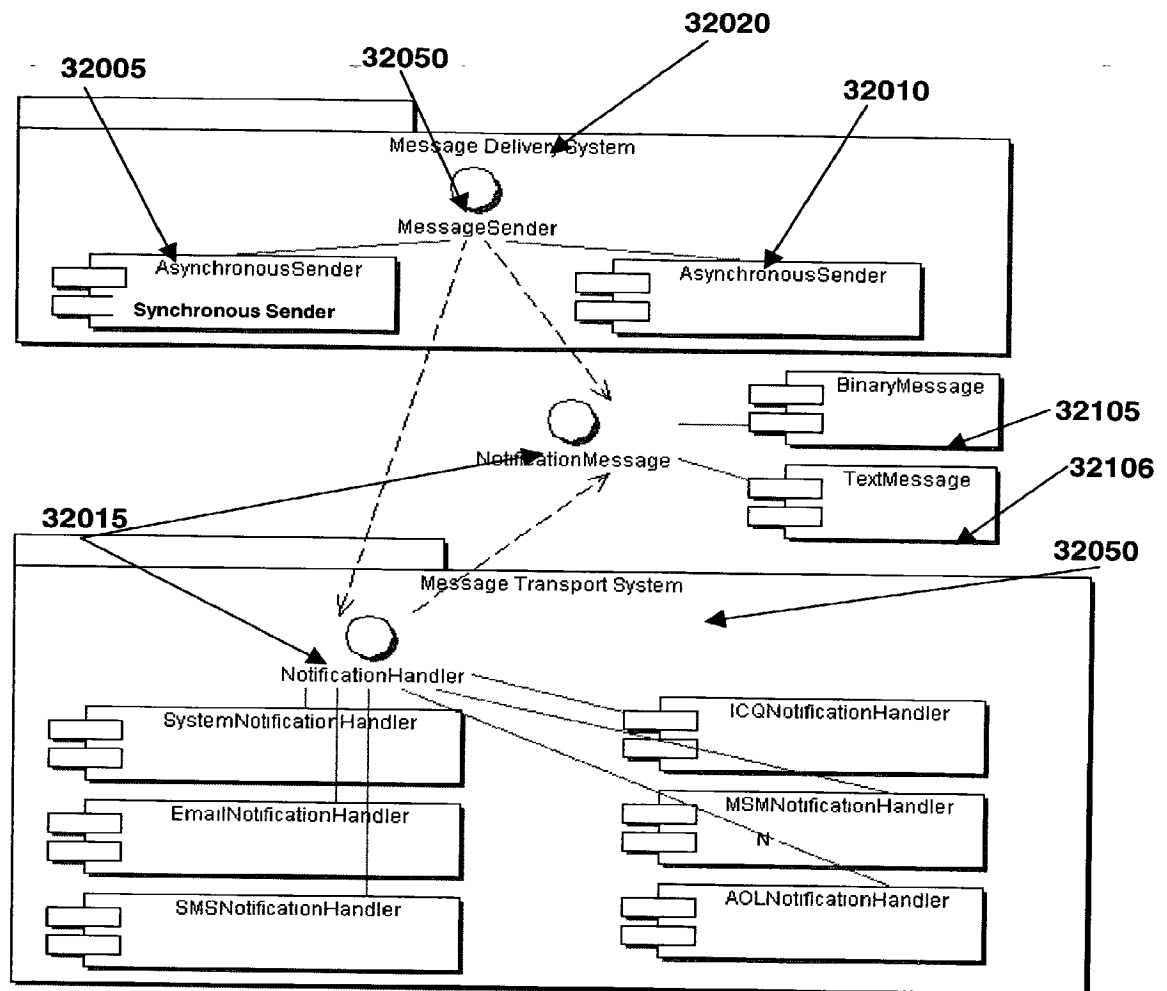




Figure 33

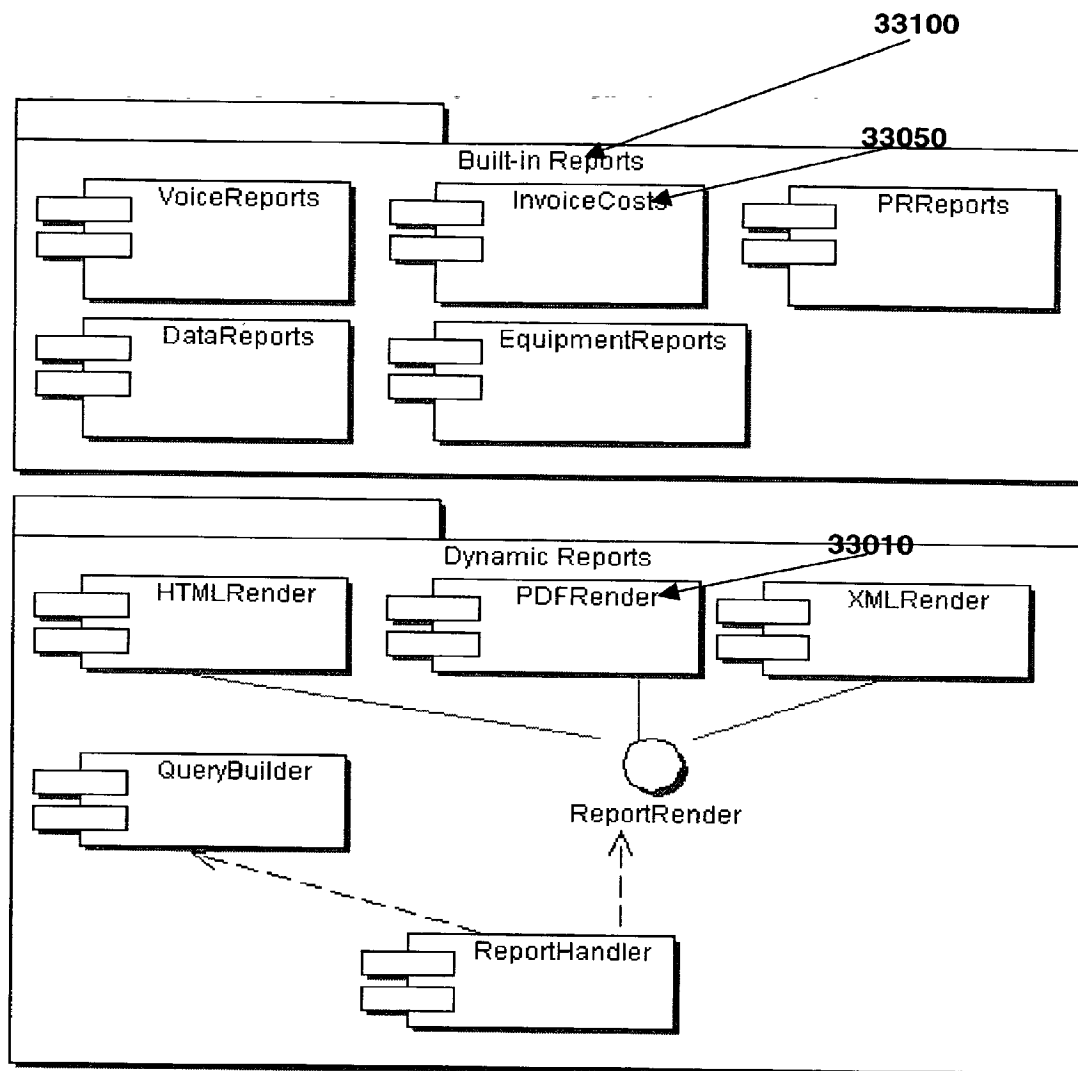


Figure 34

**TRI-PEN**  
MANAGEMENT CORPORATION

Home Our Clients Estimated Rooms Nights F.A.Q

Search RFP  
RFP Reports  
RFP Letter  
Users Management  
Load New Specification  
NBTA Fields  
My Account  
Logout

View	Approve	Decline	Renegotiate	Hotel Information
				<b>Hotel Test</b> 111 Any Town Suite 300, Gaithersburg, United States of America ejmartinez@tri-pen.com <b>Average Rates</b> 27.5 25 25 50 Status: SUBMITTED
				<b>Hotel Test Property 2</b> 713 Maple St, Germantown, United States of America ejmartinez@tri-pen.com <b>Average Rates</b> 27.5 25 25 50 Status: SUBMITTED

34100

Figure 35

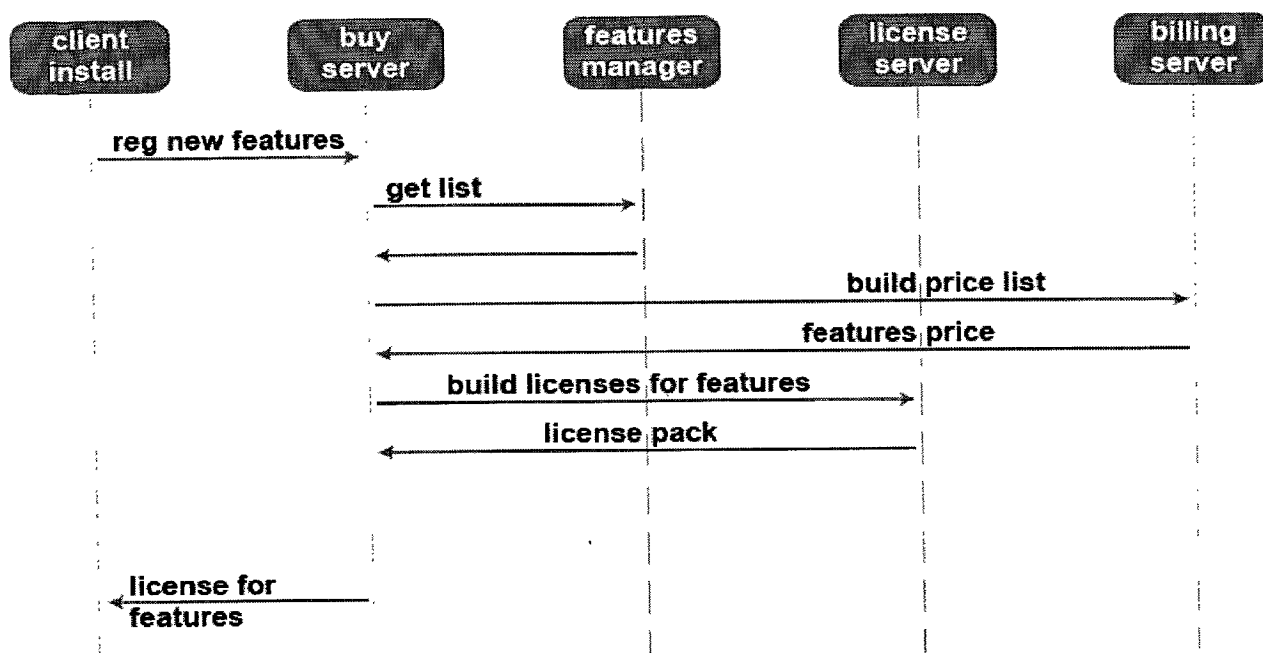


Figure 36

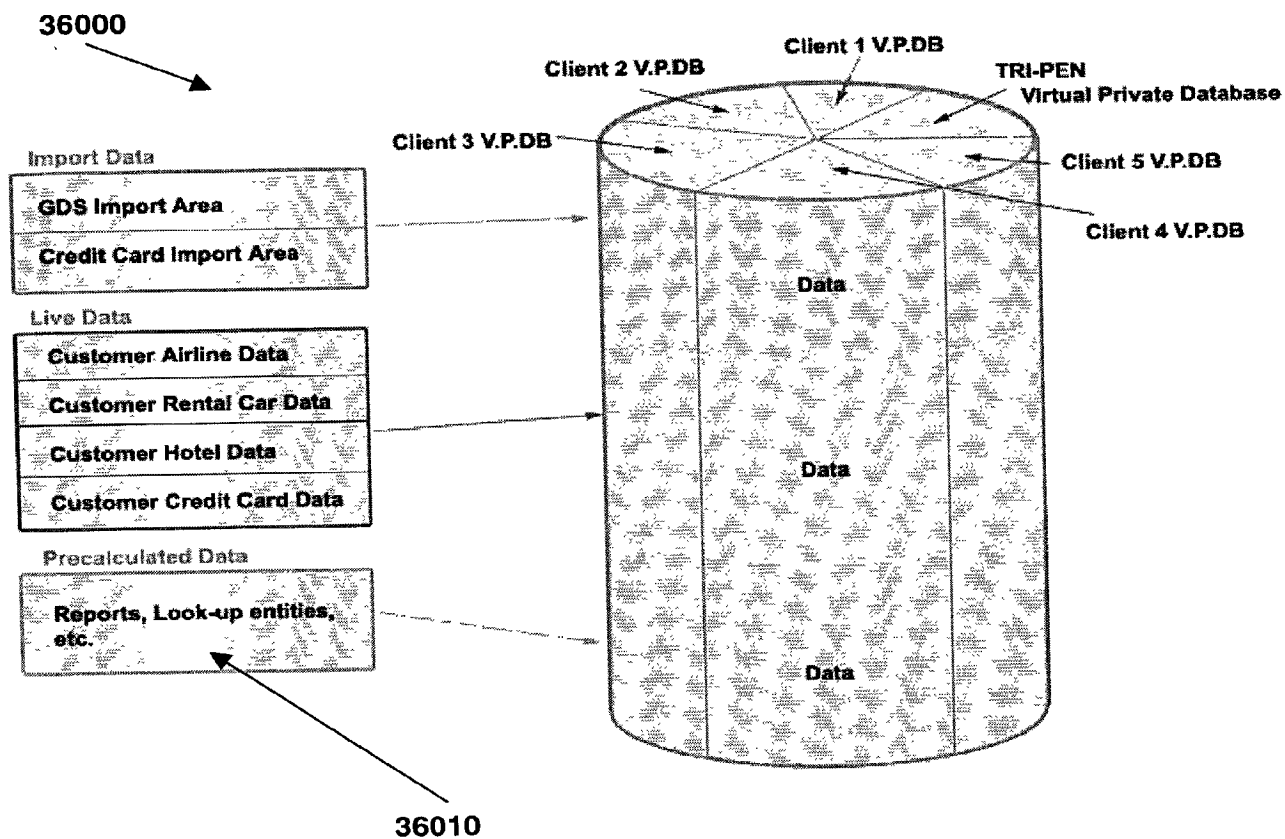
**Database Diagram**

Figure 37

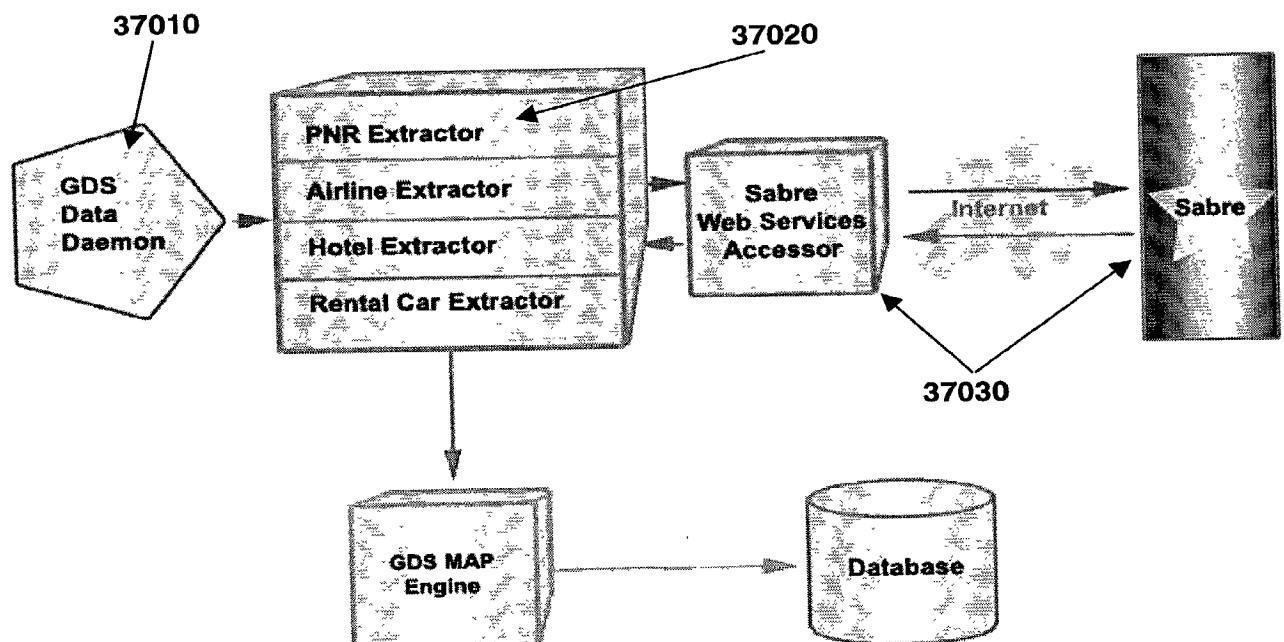
Pass Through of Direct Commands Within GDS

Figure 38

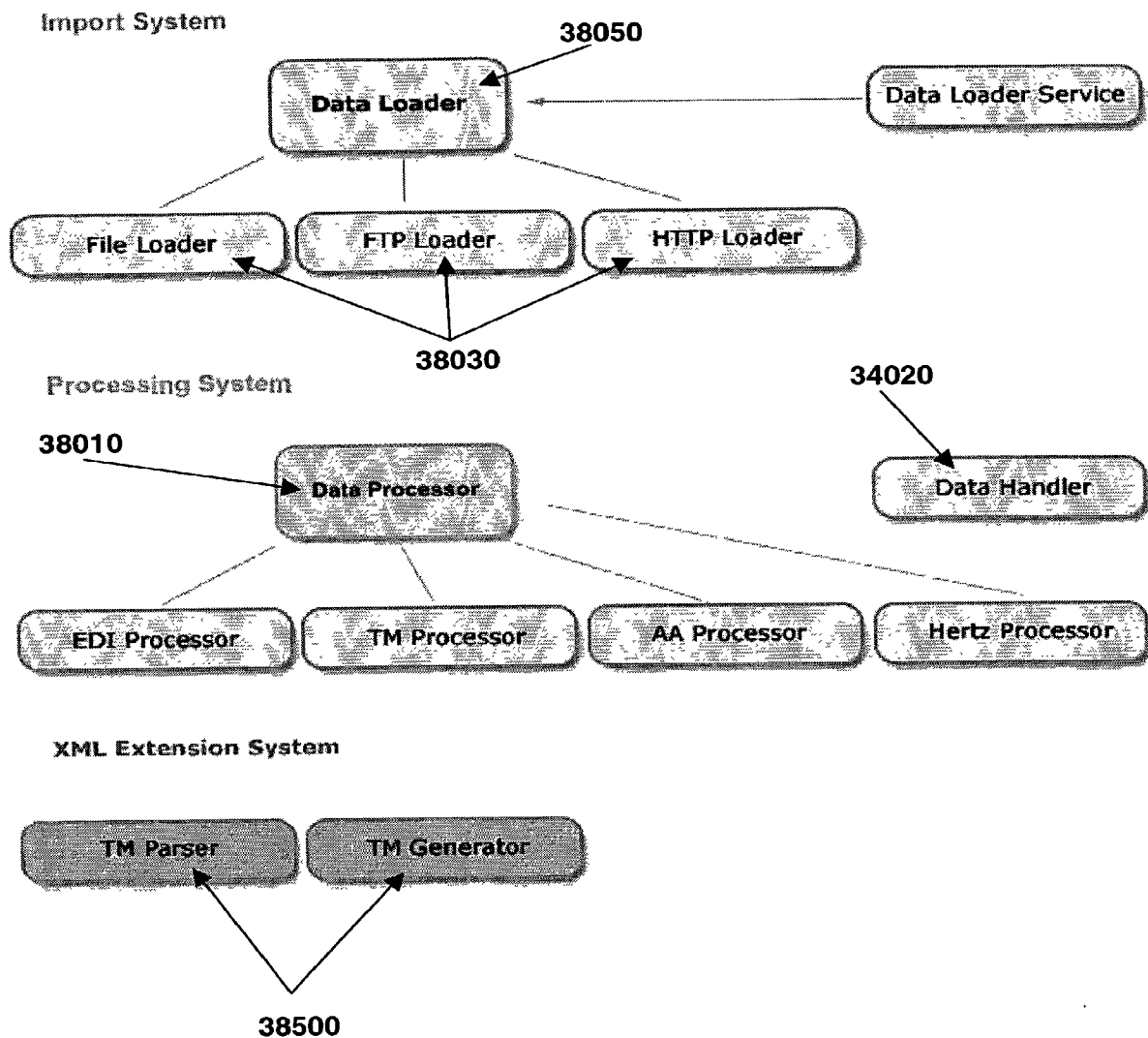
**Import System / Processing System / XML Extension System**

Figure 39

**Layout Manager**

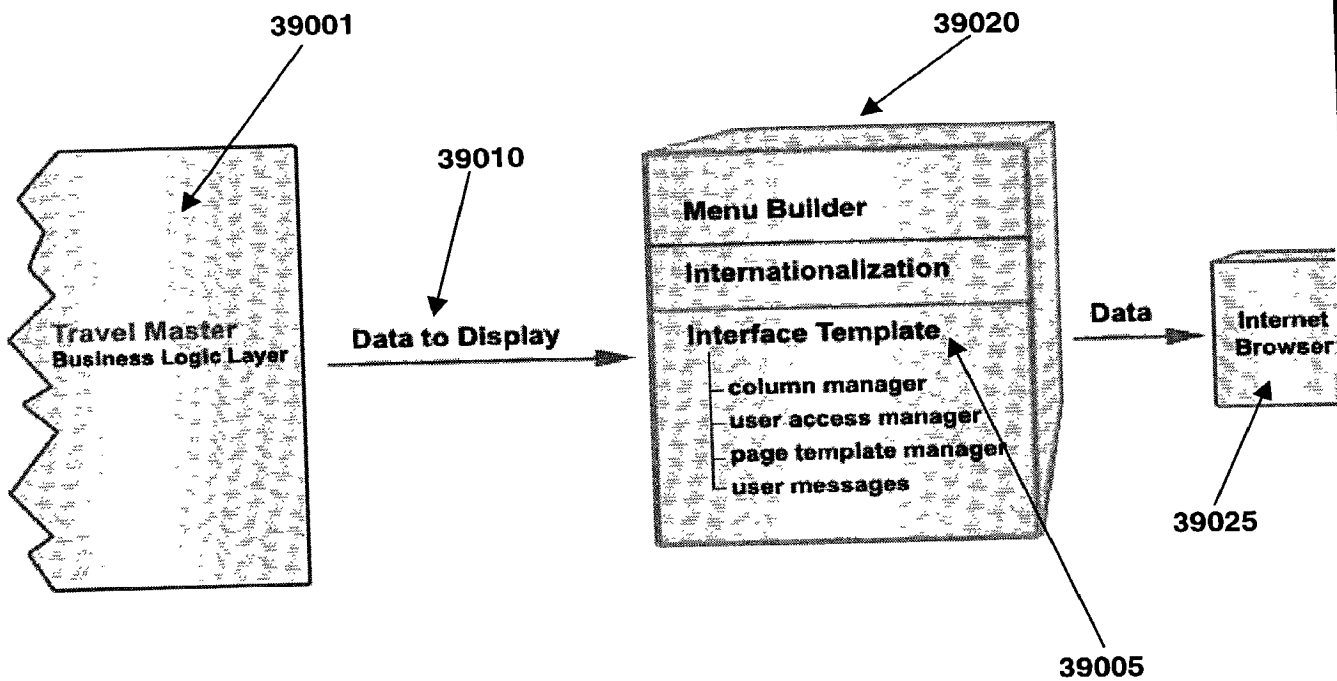


Figure 40

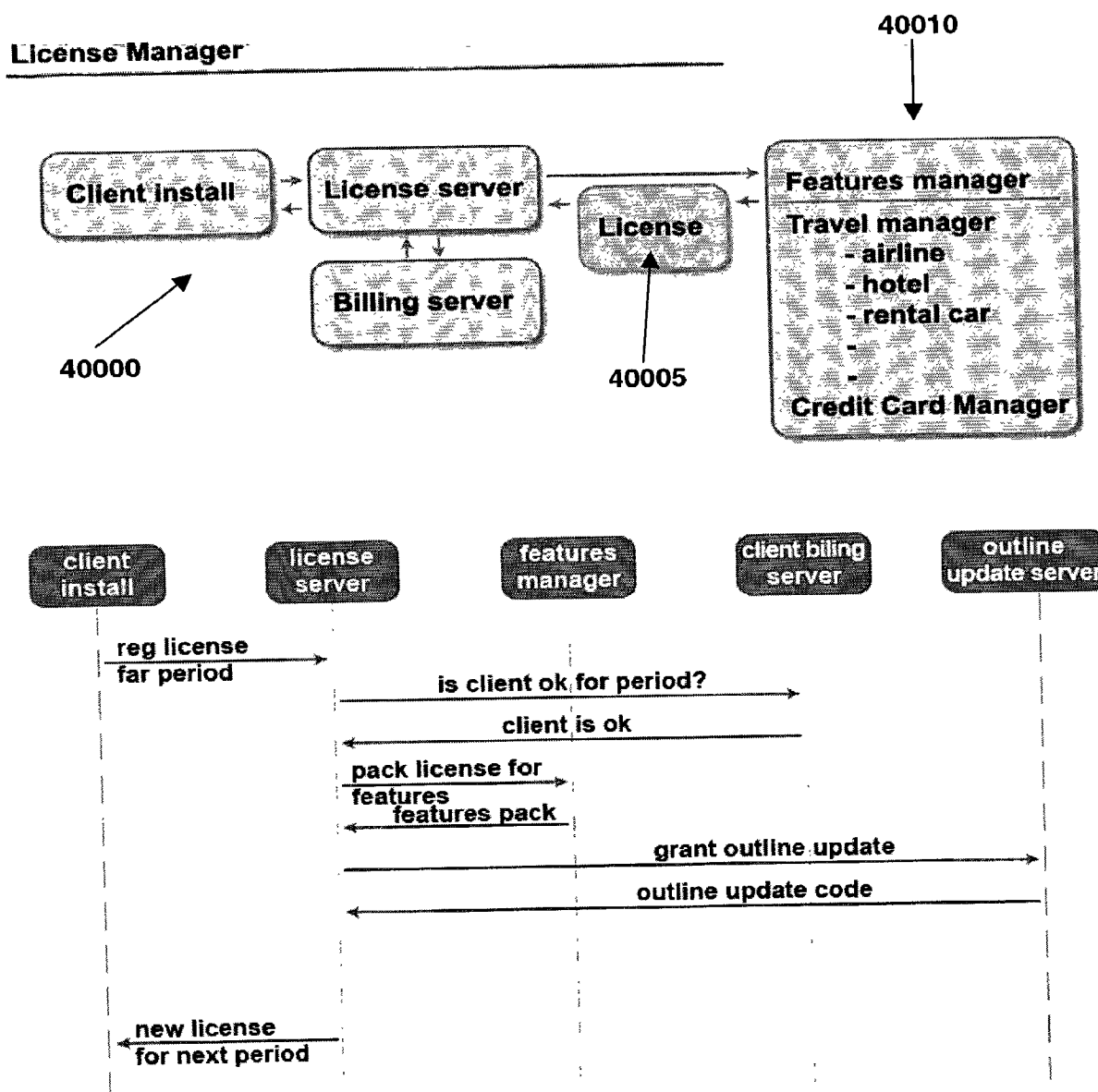
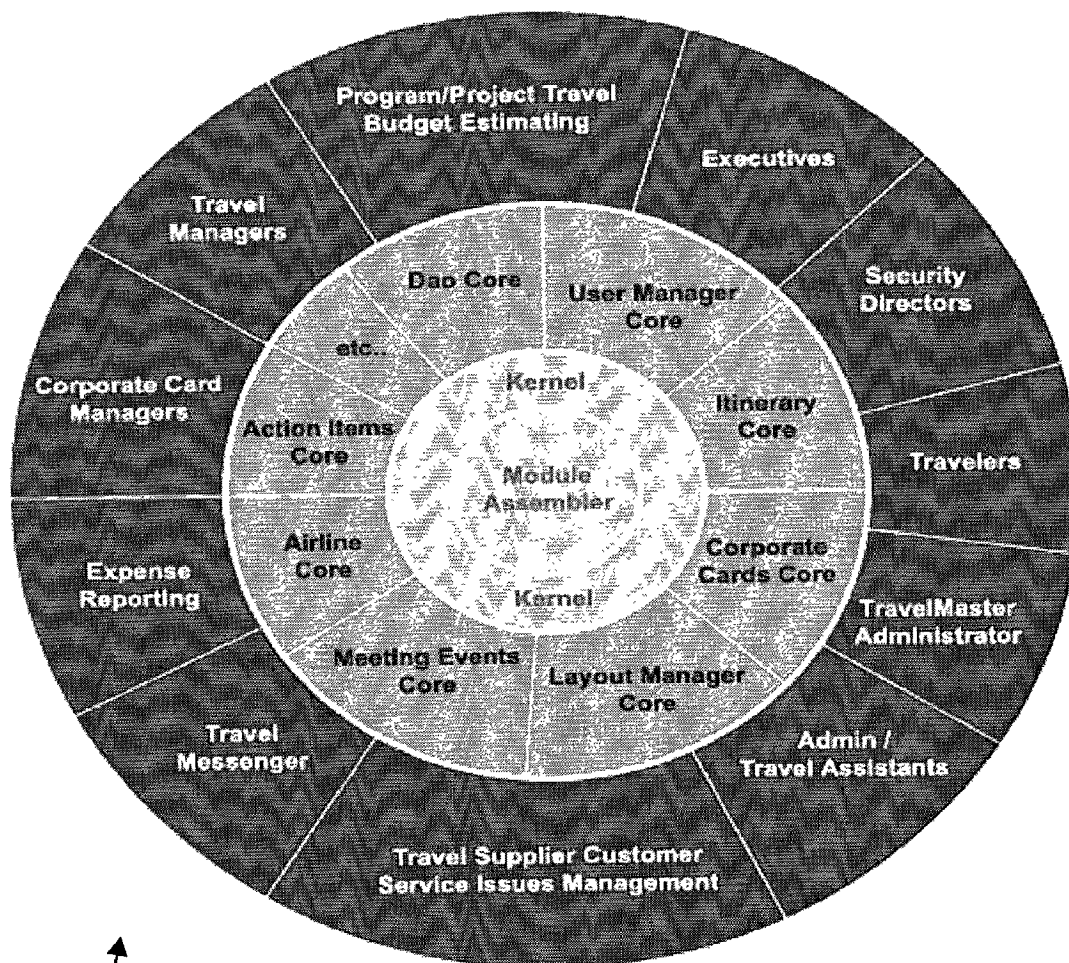




Figure 41

# **Plug In Manager**



41010

Figure 42

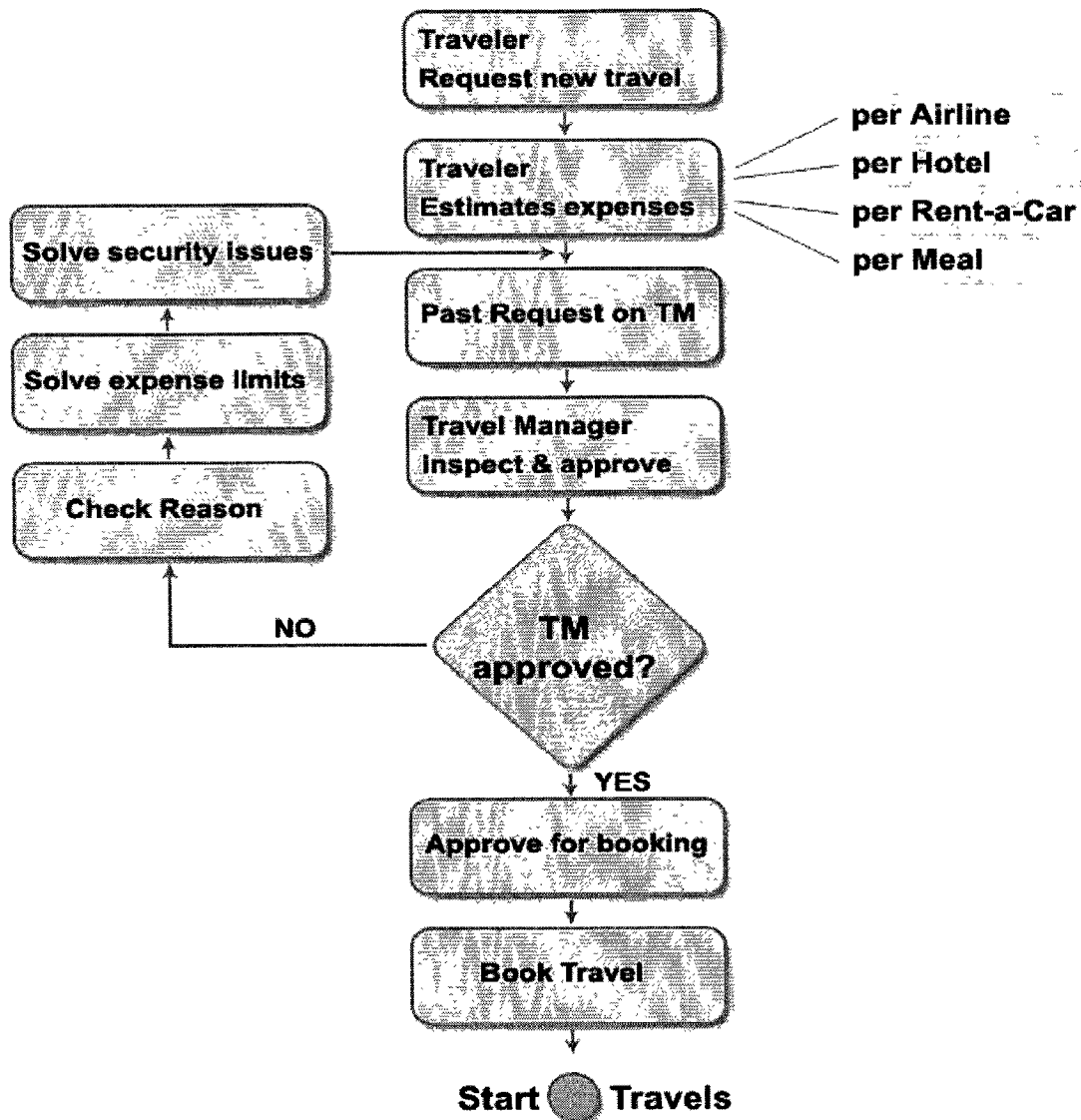
**Pre Travel Process**

Figure 43

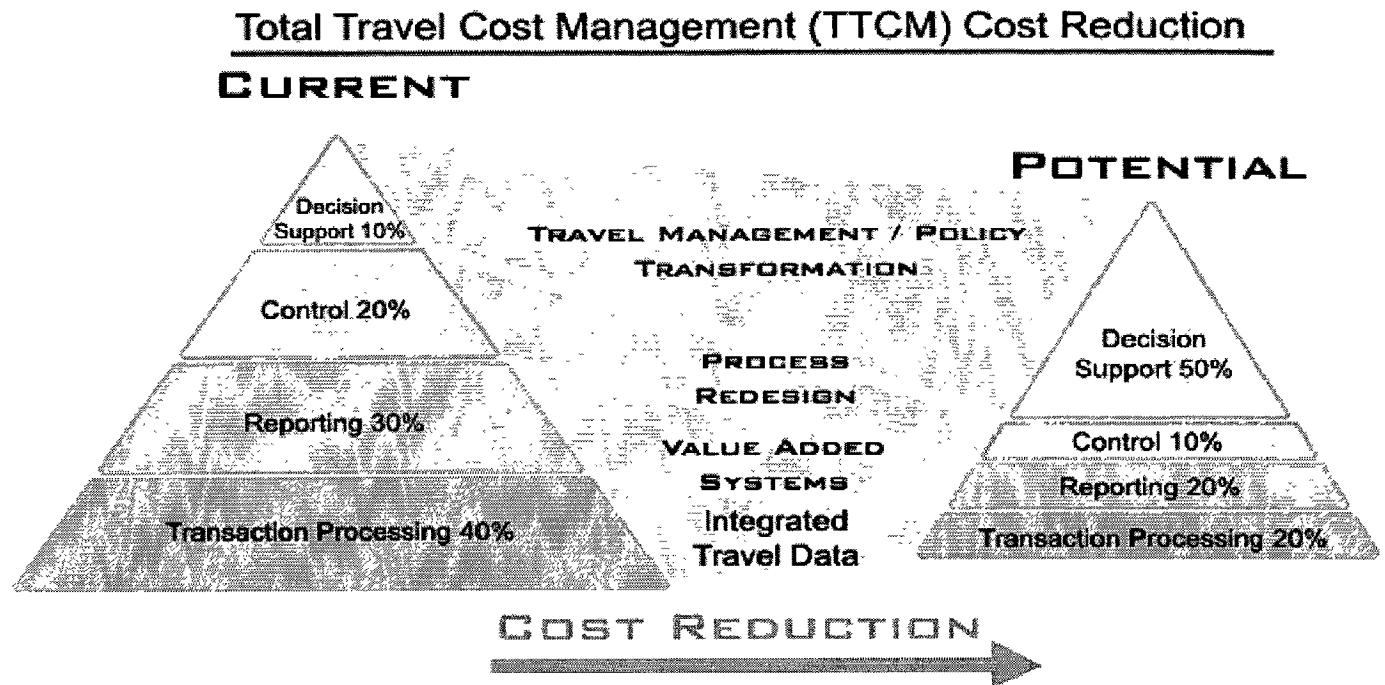


Figure 43

## Web Based Portal Entry to the TravelMaster System

